CONTEMPORARY'S

Make Your Mark in the Hotel Industry

JOB-SPECIFIC ENGLISH

A *Put English To Work* BOOK



PHYLLIS POGRUND
AND
ROSEMARY GREBEL

CONTEMPORARY'S

Make Your Mark in the Hotel Industry

If you're looking for a workplace literacy program that focuses on a specific industry, you've found it in Contemporary's *Make Your Mark*. The four student books, designed especially for intermediate students of English as a second or foreign language, target entry-level jobs in various service industries. Students learn terminology, common idioms, general job information, and strategies for advancement in the field that interests them. Accompanying teacher guides provide objectives, extension activities, teaching strategies, and answer keys.

Make Your Mark is a perfect complement to Contemporary's *Put English to Work*, a general workplace-literacy program. Like *Put English to Work*, the series integrates the SCANS skills and follows California's model standards for adult ESL programs.

Lesson Highlights

- Authentic dialogues illustrating on-the-job situations
- Focus on cooperative learning
- Multiple opportunities for speaking, listening, reading, writing, and critical thinking
- Specific problem-solving strategies
- Models of successful attitudes and behaviors at work

Series Components

Make Your Mark in Food Service	**0907-1**
Make Your Mark in the Hotel Industry	**0913-6**
Make Your Mark in Retail Jobs	**0910-1**
Make Your Mark in Health Service	**0915-2**

Each title includes a student book and a teacher's guide.

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CONTEMPORARY'S

Make Your Mark in the Hotel Industry

Rosemary Grebel
Phyllis Pogrund



Contents

Dear Student,

Welcome to *Make Your Mark in the Hotel Industry.* This book may be your first step toward an exciting new career as a hospitality worker. If you already have experience working with guests, this book will teach you strategies for advancement as well as more on-the-job English.

The hotel industry is growing rapidly, and with that growth comes a demand for workers with the right skills. *Make Your Mark in the Hotel Industry* teaches the vocabulary and information needed to perform various jobs in the hotel industry. With this book, you can

- practice actual conversations to use on the job.
- learn how to talk to guests, co-workers, and managers.
- discover how to work cooperatively for success as a team member.
- find out what it takes to become a manager.

Much of this book is set in the City Garden Hotel, an imaginary, full-service hotel. Not all hotels are like the City Garden, but it covers the wide range of services and situations that hospitality workers might encounter. Each unit follows one or more characters. Some of the characters are new workers, and others are experienced employees.

The skills in this book provide helpful information that apply to all areas of the hospitality industry, from positions in a ticket office to jobs on a cruise ship.

We hope that this book gives you a head start in achieving your career goals. We wish you much success.

Rosemary Grebel
Phyllis Pogrund

Unit 1
YOU ARE OUR GUEST



Look at the picture. Who are the people pictured? What are they doing? Which words in the box below match items or people in the picture?

Words to Know

bell captain	**guest**	**(to) direct**	**advertised**
bell desk	**hotel**	**(to) escort**	**hungry**
boutique	**housekeeping**	**(to) get back**	**nice**
claim check	**luggage**	**(to) have to**	**welcome**
coffee shop	**piece**	**(to) introduce**	
concierge	**post**	**(to) show someone to (a place)**	**congratulations**
directory	**services**	**(to) take**	**good luck**
employee entrance	**suitcase**	**(to) take advantage of**	**long weekend**
front desk	**(to) apply**	**(to) win**	**my pleasure**
garment bag	**(to) check in**		**Thank you.**
			What about . . . ?



Step 1: Listen as your teacher reads the conversation.

William: Good afternoon. Welcome to the City Garden Hotel. I'm William, the bell captain. How may I direct you?

Susan: Hello. I'm here to apply for the housekeeping job that was advertised.

William: Great! I'll show you to our employee entrance. Come with me. It's outside, there, halfway down the building. See that green door? That's where to go. I have to get back to my post. Good luck on getting the job.

Susan: Thank you.

William: [*to arriving couple*] Good afternoon. Welcome to the City Garden Hotel. Let me help you with your luggage.

Mr. Lopez: Thank you. We're going to check in, but first we're really hungry. We'd like to have lunch.

William: Would you like to go to our Garden Coffee Shop or to our famous City Bistro?

Mr. Lopez: The coffee shop will be just fine, won't it, honey?

Mrs. Lopez: Yes, but what about our luggage?

William: We'll keep your suitcases and garment bag here at the bell desk until you're ready to take them to your room. I'll give you a claim check for each piece right now. Here you are. After lunch, you can check in at the front desk. Oh, and the concierge can give you information about things to do in the city. Will you be staying with us for long?

Mr. Lopez: Thank you. We won a holiday at your hotel, so we're staying for a long weekend.

William: Well, congratulations! After lunch, I'll show you the hotel directory if you want me to. It will introduce you to all our hotel services, including our boutique and other shops. Then you can take advantage of them.

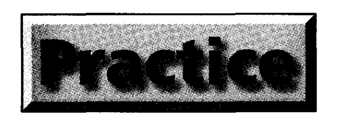
Mrs. Lopez: Thank you. We'll look for you later. That's nice of you.

William: It will be my pleasure. You're our guests. Now let me show you to the coffee shop. Come this way, please.

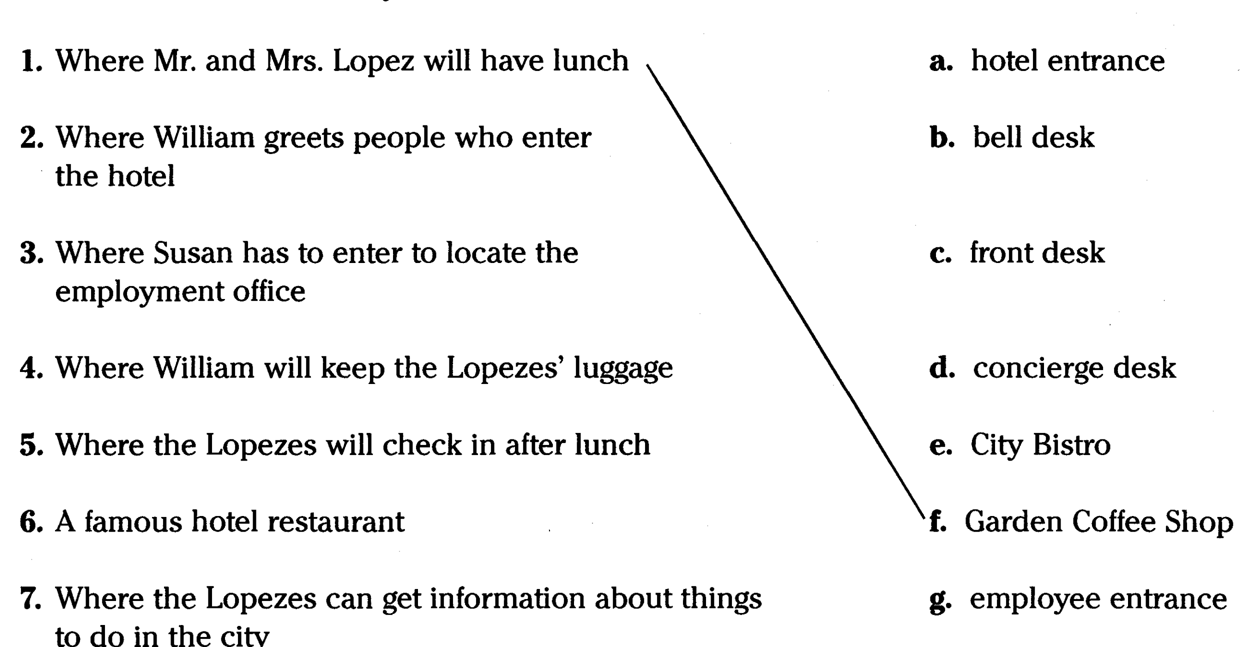
Step 2: Form a group of four students. Read the conversation in your group.

Step 3: Discuss these questions with your group:

- **Why does William direct Susan to the employee entrance and not escort her there?**
- **Why does William escort Mr. and Mrs. Lopez to the coffee shop and not direct them there?**
- **Is William a good worker? Why? Why not?**



Look at this picture of the City Garden Hotel lobby.



Draw a line to match each place with its location on the map. The first one is done for you.

1. Where Mr. and Mrs. Lopez will have lunch
2. Where William greets people who enter the hotel
3. Where Susan has to enter to locate the employment office
4. Where William will keep the Lopezes' luggage
5. Where the Lopezes will check in after lunch
6. A famous hotel restaurant
7. Where the Lopezes can get information about things to do in the city

a. hotel entrance
b. bell desk
c. front desk
d. concierge desk
e. City Bistro
f. Garden Coffee Shop
g. employee entrance

Build Your Vocabulary

Step 1: Read about Michelle and the guests who ask her for directions.

Michelle is a door person at the City Garden Hotel. She is also a greeter because she is often the first worker whom guests meet at the hotel. She welcomes the guests with a smile and answers their questions.

Words to Know

bathing suit	(to) direct	right
door person	(to) forget	straight
elevator	(to) meet	
gift shop	(to) need	across from
greeter	(to) turn	beside
house phone	(to) welcome	beyond
ma'am		by
restroom	back	next to
sign	excellent	opposite
sir	OK	past
smile		through
visitor	certainly	
	directly	Excuse me.
(to) book	left	Pardon me.
(to) buy		

Visitor: Pardon me. Which way is the Rose Room? Can you direct us, please?

Michelle: Certainly. Go through the lobby. Turn right at the shops and go past the elevators. It will be on your right, opposite the Orchid Room.

LATER

Guest: I forgot my bathing suit. Is there a place to buy one in the hotel?

Michelle: Yes, there is. We have an excellent boutique straight ahead, in the back lobby, beyond the concierge desk, next to the gift shop.

Guest: Thank you very much.

Michelle: My pleasure, ma'am.

LATER

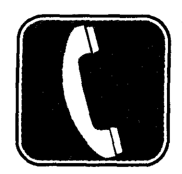
Man: Excuse me. Where is the men's room?

Michelle: It's directly back past the front desk, on your left. Do you see the sign?

Man: Yes, thanks. Oh, and I need help finding a house phone.

Michelle: OK. You'll find one next to the restrooms, beside the public phones.





Man: Thanks a lot.

Michelle: You're welcome, sir.

Step 2: Work with a partner. Read the conversation aloud.

Step 3: Is Michelle a good worker? Why or why not? Discuss your answer with your partner.

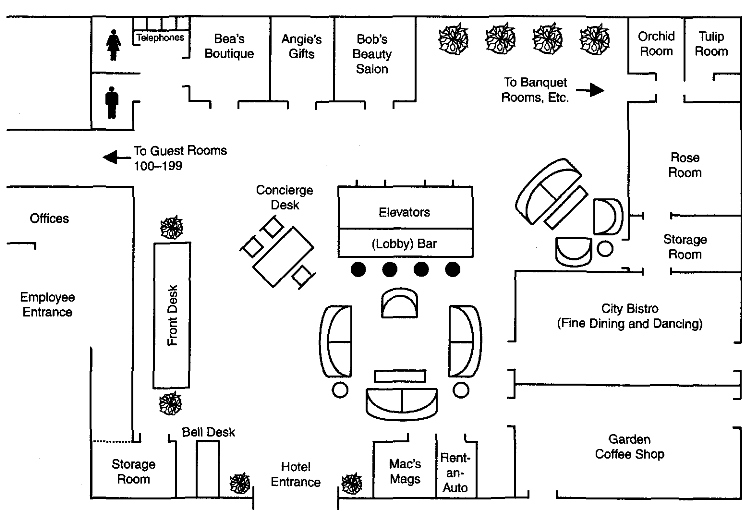


Step 1: Look at the map of the lobby. Then read the sentences below. Check *Yes* if the sentence is true and *No* if it is false.

1. The bell desk is close to the entrance. **Yes** _____ **No** _____
2. Rent-an-Auto is next to the entrance. **Yes** _____ **No** _____
3. To get to the elevators, turn left at the concierge desk. **Yes** _____ **No** _____
4. The telephones are beyond the front desk. **Yes** _____ **No** _____
5. To get to the Garden Coffee Shop, turn left just inside the hotel entrance. **Yes** _____ **No** _____

Step 2: Look at the hotel map. You are at the entrance. Read the sentences below. Circle the word or words in parentheses that best complete each sentence.

1. Mac's Mags is (opposite, beside) Rent-an-Auto.
2. The front desk is (across from, past) the concierge desk.
3. Bob's Beauty Salon is (opposite, beside) the elevators.
4. The restrooms are at the back of the hotel, (beyond, opposite) the front desk.
5. The Rose Room is (past, across from) the elevators.



Step 3: You are a greeter at the City Garden Hotel. Have a partner ask you how to reach three places in the lobby. Give directions from the entrance to each location.



Words to Know

basement	**pool**	**(to) log in**	**fourth**
bellhop	**tip**	**(to) open**	**second**
bell person		**(to) pick up**	**sure**
caller	**(to) come**	**(to) push**	**third**
card key	**(to) enter**	**(to) send someone**	
fitness center	**(to) go back**		**Bye.**
floor	**(to) go swimming**		**How may I help you?**
log	**(to) greet**	**fifth**	
pickup	**(to) guess**	**first**	**See you later.**

Step 1: Listen as your teacher reads these conversations about Lee, a bellhop.

Lee: [*on telephone*] Good morning. This is Lee at the bell desk. How may I help you?

Caller: Hello. Will you please have my luggage picked up in a half an hour?

Lee: Sure, I can send someone to do that. What is your name and room number?

Caller: This is Lucy Morgan in room 512.

Lee: I'll log it in right now. A bell person will be there in half an hour, Ms. Morgan

Caller: OK. Thanks.

Lee: [*on intercom*] Al, there's a pickup on the fifth floor at ten thirty. Can you get it?

Al: I have to go to the basement first, but yes, I can. I'll enter the pickup in the log.

Lee: Good. It's Ms. Morgan in 512.

LATER

Child: Hey, excuse me. Where's the pool?

Lee: It's on the second floor, so push *two* inside the elevator. An adult will have to go with you. Also, your room card key opens the pool door and the door to the fitness center, if you want to go there. Do you have your card key?

Child: No. I'll go back to my room first, I guess.

Lee: Where's your room?

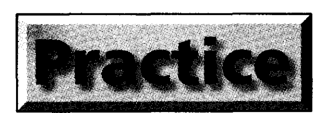
Child: It's number 488. That's on the fourth floor.

Lee: You're right. Well, I hope you can go swimming. Bye.

Child: Me, too. See you later.

Step 2: Read the conversations aloud with a partner. Then discuss these questions:

- **Why does Lee call the woman "Ms. Morgan" instead of "Lucy"?**
- **Why do you think Lee asks the child, "Where's your room?"**
- **What do you think is the most important part of a bell person's job?**



Step 1: Complete the sentences from the conversations on page 6.

1. "Good morning. This is Lee at the ________________ ________________."
2. "Sure, I can ________________ someone to do that."
3. "Al, there's a ________________ on the ________________ ________________ at ten thirty."
4. "I'll ________________ the pickup in the ________________."

City Garden Hotel Directory

Fifth Floor
Accounting Dept.
Guest Rooms 500–599

Fourth Floor
Guest Rooms 400–499

Third Floor
Conference Rooms A, B, C, D
General Manager's Office
Guest Rooms 300–399

Second Floor
Fitness Center
Pool, Spa, Whirlpool, Sauna
Conference Rooms E, F, G, H
Guest Rooms 200–299

Ground Floor
Lobby and Lobby Bar
Front Desk
Garden Coffee Shop
Rose Room
Orchid Room
City Bistro—Fine dining and dancing
Guest Rooms 100–199
Hotel Shops
Beauty Salon
Rent-an-Auto
Tulip Room

Basement
Housekeeping Dept.
Engineering Dept.
Lost and Found
Guest Parking Lot

Step 2: Help the bellhop answer the following questions. Use the directory at right. Draw a line connecting each question to the correct answer. Then write in the correct floor in the answer.

1. Where is the lost and found?
2. Where is the fitness center?
3. Where is the general manager's office?
4. Where is the Tulip Room?
5. Where is room 511?

a. It's next to the pool on the ________________ floor.

b. It's opposite the Rose Room on the ________________ floor.

c. It's near Conference Room A on the ________________ floor.

d. It's next to the engineering department in the ________________.

e. It's beyond accounting on the ________________ floor.

Be a Good Worker

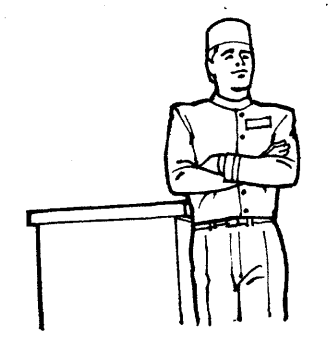
Step 1: Read what Hussam says about his job.

Hussam is a good worker. He says,
"I'm nice and kind to our guests.
I give them good service. I treat every guest like a VIP, a Very Important Person.
Sometimes guests give me nice tips."

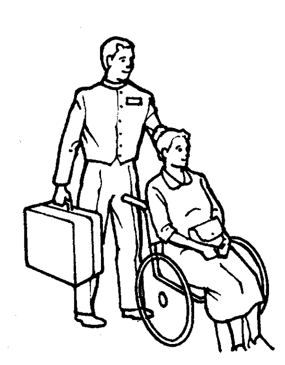


Step 2: Circle the pictures that show a worker who is giving good service to guests.

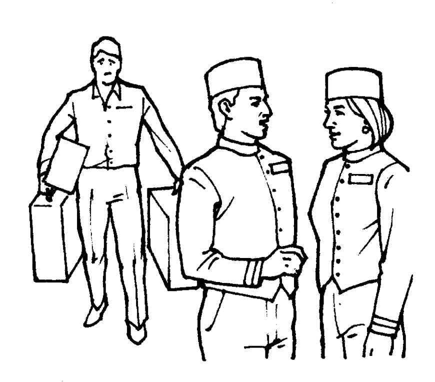
1.



3.



2.



4.



Step 3: Discuss with a partner why you circled or did not circle each of the pictures above.

Have Some Fun!

Use the words from the boxed list to complete the sentences below. Then place the answers in the puzzle.

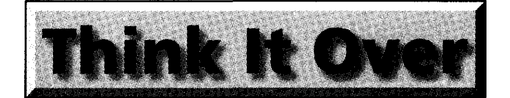
bellhop	**fitness**	**nice**
concierge	**floor**	**service**
direct	**greeter**	**turn**
escort	**guest**	
first	**left**	

Across

1. The ______ helps guests find things to do in the city.
3. "You're our ______."
5. "If we have time or if a guest needs help, we ______ the person where he or she wants to go."
8. Lee is a ______. That's her job.
11. Hotel workers must give good ______ to their guests.
12. The pool is next to the ______ center.

Down

2. "Be kind and ______ to the guests."
3. A ______ is a worker who says hello to the guests and visitors at the entrance.
4. "First ______ right, then turn left."
6. The lobby is on the first ______.
7. "I can ______ you to the elevators."
9. The ground floor is the ______ floor.
10. "Don't turn right, turn ______."



Step 1: Look at the drawing of the Midtown Hotel. Then read each item below and fill in the number of the floor.

1. The Terrace Restaurant is next to room 748. Which floor is it on?
   It's on the ____________ floor.

2. The employee entrance is outside, at ground level. Which floor is it on?
   It's on the ____________ floor.

3. The pool is near the Terrace Restaurant. Which floor is it on?
   It's on the ____________ floor.

4. Guest room 586 is here. Which floor is it on?
   It's on the ____________ floor.

5. The coffee shop is to the right of the hotel entrance. Which floor is it on?
   It's on the ____________ floor.

6. The Peachtree Conference Room is one floor above the lobby. Which floor is it on?
   It's on the ____________ floor.

7. My room is number 302. Which floor is it on?
   It's on the ____________ floor.

Midtown Hotel

Seventh Floor	Rooms 700–799	?	?
Sixth Floor	Rooms 600–699		
Fifth Floor	Rooms 500–599	?	
Fourth Floor	Rooms 400–499		
Third Floor	Rooms 300–399	?	
Second Floor	Rooms 200–299	?	
First Floor	Rooms 100–199	Entrance	?
Basement	Engineering Department	Lost & Found	Housekeeping

Step 2: Now label the drawing. Write the name of the place on the correct floor of the Midtown Hotel.

Check Your Understanding

Step 1: Draw a line from what a guest at the City Garden Hotel says to what a worker replies.

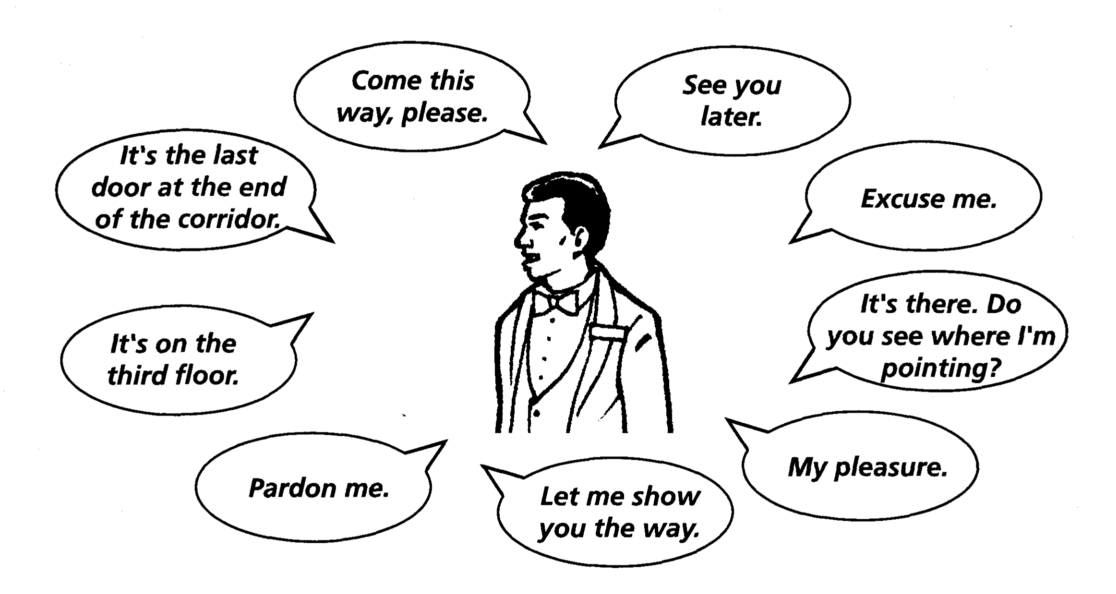
Guest says:

1. Where are the restrooms?
2. Excuse me. Can you tell me where the conference room is?
3. Pardon me. Where can I find the Rent-an-Auto desk?
4. Can you please have someone pick up my luggage in an hour?

Worker replies:

1. **a.** It's my pleasure.
   b. In the back of the lobby, near the reception desk.
2. **a.** Yes. It's on the third floor.
   b. Certainly, I can.
3. **a.** See you later.
   b. Let me show you. Come this way, please.
4. **a.** Of course. I can send someone to pick it up. What is your name and room number, please?
   b. Bring it to the front desk, and we'll take care of it for you.

Step 2: Circle the words that a worker uses to help a guest find a specific place.





Complete the first two activities in class. Then do the third on your own. Write your answers on the lines below or on a separate sheet of paper.

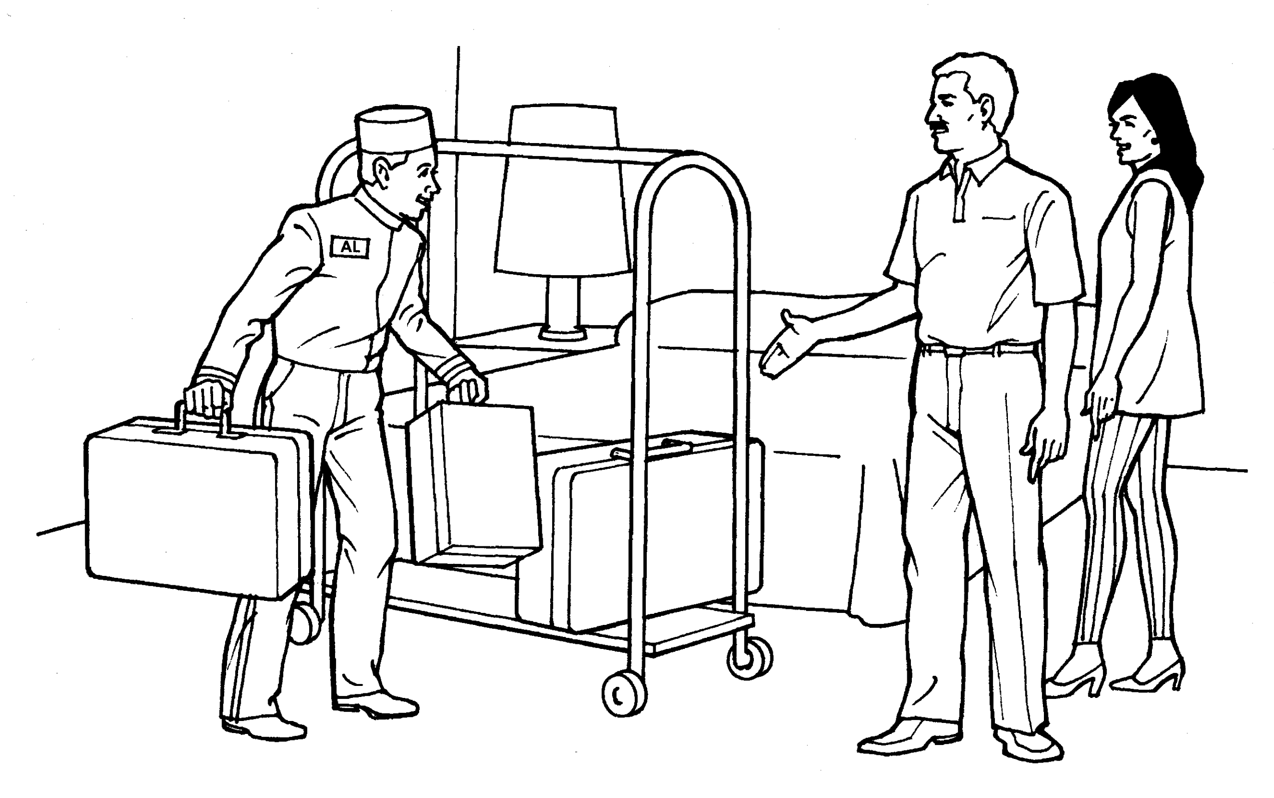
1. Work with a small group of students. Discuss these questions:
- Would you like to be a hotel greeter? Why? Why not?
- In what ways do greeters help guests?
- What do you like about the jobs described in this unit?
- What do you not like about them?

2. In the United States, the ground floor and the first floor are the same. Do you know of a different numbering system? Explain.

3. Go to a hotel, a motel, or an inn near your home and answer the questions below.
- In what ways is it similar to the City Garden and Midtown hotels, and in what ways is it different?
- Is it a formal or informal place?
- Did the employees smile and greet you?
- Did the hotel have a door person and a bell person? Did it have a concierge?
- How many floors did it have?

Notes

Unit 2
MAY I HELP YOU WITH THAT?



Read the words in the box. Underline the words you know. Then look at the picture. What does it show? What is the worker doing? Why is the couple smiling?

Words to Know

air conditioner
blanket
cabinet
cable television
cart
channel
chart
closet
coffeemaker
counter
curtains
department
drawer
engineering
first-run movie

hall
ice machine
menu
minibar
motto
price list
rack
reception
room service
security lock
stairs
the best
towel
vending machine
view

(to) be of service
(to) check
(to) check out
(to) deserve
(to) draw (the curtains)
(to) fix
(to) select
(to) send someone up
(to) take care of
(to) turn up

complimentary
extra
heavy
listed
ready
wonderful
wrong

right away

Allow me . . .
Enjoy your stay.
Let me show you.



Step 1: Listen as your teacher reads the conversation.

Al: May I help you with that, ma'am?

Mrs. Lopez: Yes, please. This suitcase is heavy.

Al: I'll put it on the bell cart. Here's your room. I'll open the door and see if the room is ready. Good, it is. Please enter. Let me turn up your air conditioner and put your luggage in the closet. Would you like your suitcase on the luggage rack?

Mr. Lopez: Yes, please.

Al: If you draw the curtains, you will have a wonderful view of the city. Allow me to show you.

Mrs. Lopez: Oh look, you can see the lake.

Al: Your minibar is in the cabinet over there. A price list is inside the drawer. We have room service from 6 A.M. to midnight. The menu is in the *Guest Services Directory* on the table. Your coffeemaker with complimentary coffee is on the counter. Oh, there are vending machines and an ice machine down the hall near the stairs.

Mrs. Lopez: Sounds OK.

Al: We get cable television for all of the channels listed on this chart. Also, you can select first-run movies on the Pay-and-View channel. Let me turn on your TV to check the reception. Uh oh. There's something wrong. I'll tell the engineering department right away. They'll send someone up to fix it.

Mr. Lopez: Thank you very much.

Al: Oh, if you need any extra blankets or towels, just call the housekeeping department. The number is on the phone. One more thing. Let me show you how to use the security locks on your door.

Mrs. Lopez: You certainly take good care of your guests.

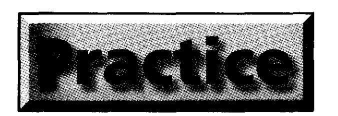
Al: It's my pleasure to be of service. Our motto is "Our guests deserve the best."

Mr. Lopez: [*handing him a tip*] You do, too! Thank you.

Al: Thank you. Just call the bell desk when it's time to check out. We'll pick up your luggage. Enjoy your stay!

Step 2: Form a group of three students. Read the dialogue aloud in your group.

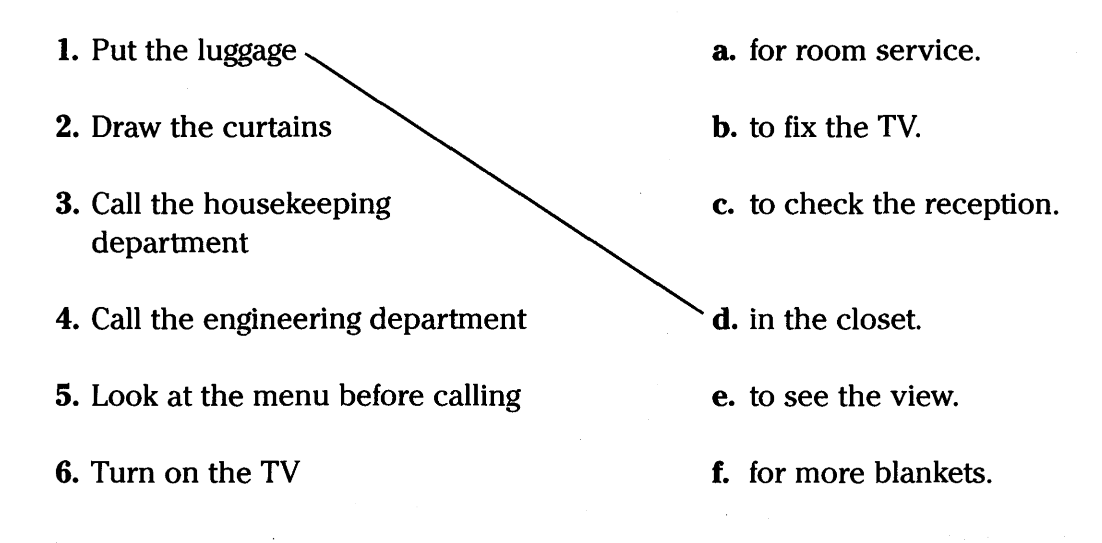
Step 3: Discuss these questions within your group. Why does Al give Mr. and Mrs. Lopez so much information? What does the hotel motto, "Our guests deserve the best," mean to you? Why does Mr. Lopez give Al a tip and say "You do, too"?



Step 1: Check *Yes* if the sentence is true and *No* if it is false.

1. Al turns up the air conditioning for the guests. **Yes** _____ **No** _____
2. Al asks Mrs. Lopez if he can help her with her garment bag. **Yes** _____ **No** _____
3. Al tells the guests that he's putting their luggage in the closet. **Yes** _____ **No** _____
4. Al says the guests will have a wonderful view if they draw the curtains. **Yes** _____ **No** _____
5. Al tells Mr. and Mrs. Lopez that room service is complimentary. **Yes** _____ **No** _____
6. Al fixes the TV for Mr. and Mrs. Lopez. **Yes** _____ **No** _____
7. Al says to call the housekeeping department for more towels. **Yes** _____ **No** _____
8. Al says the hotel motto is "Our guests deserve the best." **Yes** _____ **No** _____
9. Al gets a tip from Mr. Lopez. **Yes** _____ **No** _____
10. Al tells the guests, "Enjoy your stay." **Yes** _____ **No** _____

Step 2: Draw a line to connect the beginning of each sentence with its ending. The first one is done for you.



1. Put the luggage	**a.** for room service.
2. Draw the curtains	**b.** to fix the TV.
3. Call the housekeeping department	**c.** to check the reception.
4. Call the engineering department	**d.** in the closet.
5. Look at the menu before calling	**e.** to see the view.
6. Turn on the TV	**f.** for more blankets.

Build Your Vocabulary

Words to Know

bell staff	**light**	**snack**	**available**
cocktail lounge	**live music**	**soda**	**disabled**
dancing	**mail**	**spa**	**flashing**
dry cleaning	**message**	**wake-up service**	**prompt**
entertainment	**operator**	**weekday**	**wheelchair-accessible**
happy hour	**phone**		
ice	**renovation**	**(to) be on time**	
laundry	**sauna**	**(to) dial**	**Let's get started.**
lifeguard	**shift**	**(to) remember**	**on duty**
		(to) remind	

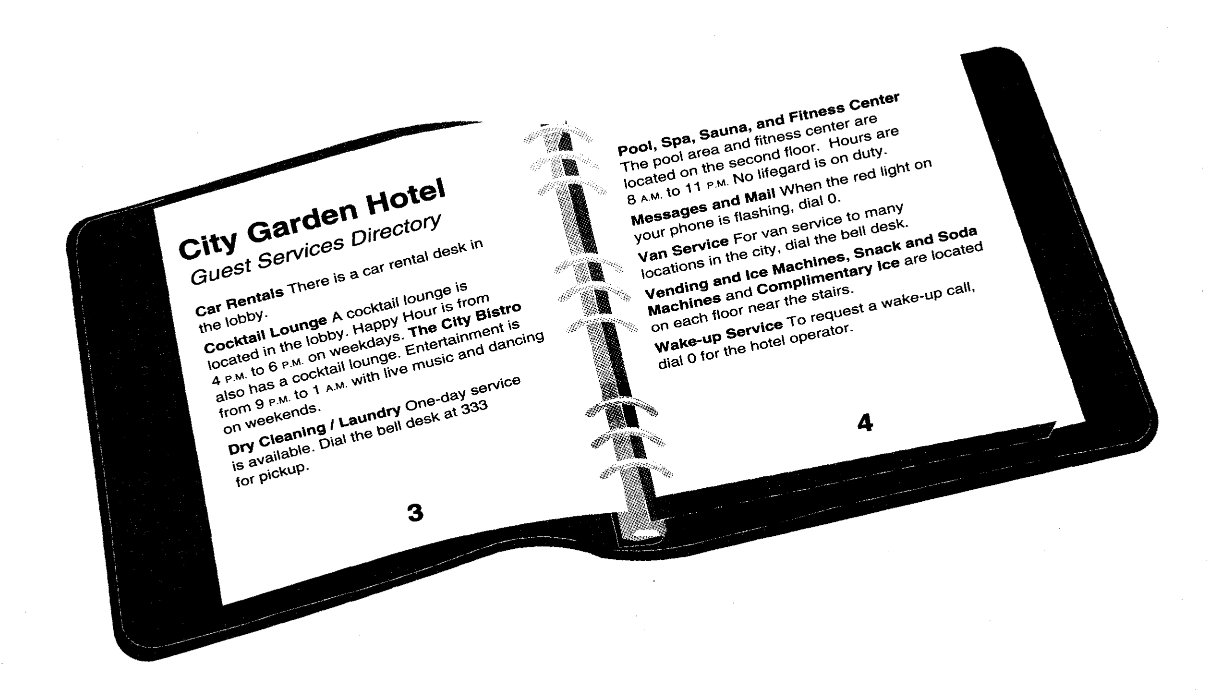
Step 1: Read what William, the bell captain, tells the bell staff at a department meeting. Then read the pages from the *Guest Services Directory.*

"Good morning. Thank you for being prompt. Let's get started.

"First, I want to remind everyone how important it is to be on time to start your shift. Be here early or on time but never late.

"Second, our room renovations are complete. We have wheelchair-accessible rooms to serve our disabled guests.

"Third, please remember that you must know all of the information in our *Guest Services Directory.* When you take guests to their rooms, you must tell them about the services available at the hotel. You must also be able to answer their questions."



City Garden Hotel
Guest Services Directory

Car Rentals There is a car rental desk in the lobby.

Cocktail Lounge A cocktail lounge is located in the lobby. Happy Hour is from 4 P.M. to 6 P.M. on weekdays. **The City Bistro** also has a cocktail lounge. Entertainment is from 9 P.M. to 1 A.M. with live music and dancing on weekends.

Dry Cleaning / Laundry One-day service is available. Dial the bell desk at 333 for pickup.

3

Pool, Spa, Sauna, and Fitness Center The pool area and fitness center are located on the second floor. Hours are 8 A.M. to 11 P.M. No lifegard is on duty.

Messages and Mail When the red light on your phone is flashing, dial 0.

Van Service For van service to many locations in the city, dial the bell desk.

Vending and Ice Machines, Snack and Soda Machines and **Complimentary Ice** are located on each floor near the stairs.

Wake-up Service To request a wake-up call, dial 0 for the hotel operator.

4



Step 1: **Circle *T* if the sentence is true and *F* if it is false. Use the *Guest Services Directory* on page 16 to help you.**

1. There is a cocktail lounge in the lobby.	**T**	**F**
2 Happy Hour is from 4 P.M. to 6 P.M. on weekends.	**T**	**F**
3. One-day service is available for dry cleaning and laundry.	**T**	**F**
4. The fitness center is located near the pool, spa, and sauna.	**T**	**F**
5. A lifeguard is always on duty in the pool area.	**T**	**F**
6. A flashing red light on a room phone means there is a message.	**T**	**F**
7. There are vending machines on each floor of the hotel.	**T**	**F**
8. Complimentary ice is located at the bell desk.	**T**	**F**
9. Guests can dial the hotel operator for wake-up service.	**T**	**F**
10. The City Bistro features live music and dancing during the week.	**T**	**F**

Step 2: **It is important for workers to be early or on time for work. Write *early, on time,* or *late* to complete each sentence correctly.**

1. Edward is to begin work at three o'clock. He gets there at this time: **2:50**

He is ____________________.

2. Tom is to begin work today at seven thirty. He arrives at this time: **7:45**

He is ____________________.

3. Laura is to begin work this morning at half past six. She arrives at this time: **6:30**

She is ____________________.

4. Nancy's shift starts at a quarter past eight. She gets there at this time: **8:05**

She is ____________________.



Words to Know

bellman	**trouble**	**courteous**	**in fact**
co-worker	**van driver**	**friendly**	**It's no trouble at all.**
downstairs		**polite**	**Just a moment, please.**
laptop computer	**(to) find out**		**of course**
problem		**go the extra mile**	**on the half hour**
ride		**If it's not too much trouble.**	
team			

Step 1: Listen as your teacher reads the conversation.

Sam: [*on phone*] Thank you for calling the City Garden Hotel. This is Sam. How may I help you?

Caller: Can I leave my laptop computer at the bell desk until tomorrow?

Sam: I'm not sure, but I'll find out for you. Just a moment, please.

Caller: Thank you.

Sam: [*to William and Al*] Excuse me. Can one of you help the caller on the phone?

William: I'll take care of it.

Sam: [*to Al*] I'm the new bellman and van driver here. I wasn't sure how to answer.

Al: It's good to ask if you aren't sure. People need the answers to their questions. It's OK to say you'll find out. Just remember to smile and to be friendly and courteous. We have to go the extra mile to be polite and help the guests get what they need. Of course, you can count on your co-workers for help. We're a team here!

Guest: [*to Sam*] Pardon me. Where can I get a ride to the airport in a few minutes?

Sam: I can take you there on the half hour. Let me show you where the van is.

Guest: If it's not too much trouble.

Sam: It's no trouble at all. In fact, it would be my pleasure. Let's go downstairs.

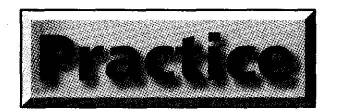
Guest: Thanks so much.

William: Welcome to the team, Sam!

Step 2: Form a group of four students. Practice the conversation together.

Step 3: Discuss these questions with your group:

- **What problems does Sam have because he is new?**
- **How does he handle the problems?**
- **Is Sam a good worker? Why or why not?**



Step 1: **Use the words or phrases in the box to fill in the spaces below.**

bellman	**laptop computer**
co-workers	**team**
courteous	**trouble**
find out	**van driver**
friendly	**take care of**

1. "I'm the new ____________________
   and ____________________ here."

2. "Can I leave my ____________________
   at the bell desk until tomorrow?"

3. "I'm not sure, but I'll ____________________ for you."

4. "I'll ____________________ it."

5. "Just remember to smile and to be ____________________ and ____________________."

6. "Of course, you can count on your ____________________ for help."

7. "We're a ____________________ here."

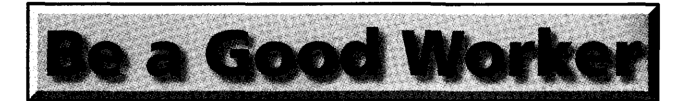
8. "It's no ____________________ at all."

Step 2: You are a bell person. Circle the letter of the best answer.

1. A guest asks you a question, and you do not know the answer. You say:
   a. "I don't know what to do. Ask somebody else."
   b. "I can take care of that for you."
   c. "I can't help you."
   d. "I'm not sure, but I'll find out for you. Just a moment, please."

2. Your job is to:
   a. sit at the bell desk
   b. help the guests get what they need
   c. talk on the phone
   d. ask questions

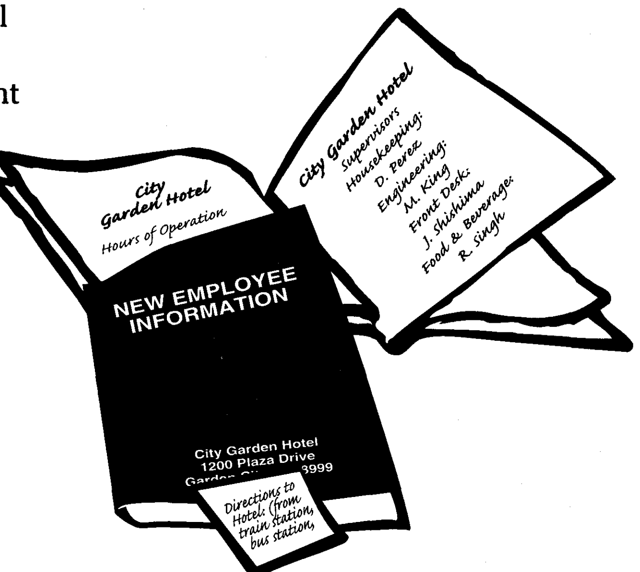
3. If you need help doing your job, you can:
   a. try to do it by yourself
   b. give up and go home
   c. tell someone to do it for you
   d. ask your co-workers for help



Step 1: Listen as your teacher reads the story.

All new workers at the City Garden Hotel get a *New Employee Handbook*. Sam is studying his handbook. He wants to learn all of the information in it. He takes notes to help him remember. He knows it is important to know all about the hotel and its guest services. That way he can answer the questions that the guests ask him.

Sam says, "I know I have a lot to learn, but I'm not worried. Each day I learn more. If I don't know something, my co-workers help me. The guests understand when I tell them that I'm not sure but that I'll find out. Guests like friendly and courteous workers. So I smile, and I'm always polite. I go the extra mile. Then the guests are satisfied, and I feel good about my job."



Step 2: Practice reading the same story with a partner.

Step 3: Discuss the questions below with your partner. Then write your answers.

1. Why is Sam studying his *New Employee Handbook*? ______________________________

____

2. Is Sam worried? Why or why not? ______________________________

____

3. What do guests like workers to do? ______________________________

____

4. Why does Sam go the extra mile? ______________________________

____

5. What does "go the extra mile" mean to you? ______________________________

____



Circle the words from the word box wherever they appear in the puzzle. The words may be horizontal, vertical, or diagonal. They may even be backward.

basement	**first**	**luggage**	**spa**
bellman	**floor**	**menu**	**team**
best	**guest**	**motto**	**tip**
closet	**hotel**	**pool**	**vending machine**
coffeemaker	**housekeeping**	**room**	**view**
complimentary	**jobs**	**room service**	**worker**

S	C	L	V	E	N	D	I	N	G	M	A	C	H	I	N	E
R	O	O	M	F	H	T	F	L	O	S	D	Z	M	D	Y	E
O	F	O	M	B	I	W	E	I	V	N	P	S	E	H	C	W
O	F	P	T	P	J	R	R	A	U	T	I	A	G	S	P	F
M	E	L	F	A	L	E	S	O	G	N	Y	R	A	X	O	B
S	M	R	L	C	K	I	F	T	K	W	E	N	G	I	O	E
E	A	I	O	R	L	D	M	Y	A	C	E	M	G	Q	L	S
R	K	H	O	D	N	H	C	E	S	T	B	G	U	E	S	T
V	E	W	R	A	O	Q	T	P	N	A	M	L	L	E	B	E
I	R	F	T	T	E	A	M	I	R	T	F	O	A	S	O	S
C	X	S	E	Z	C	R	O	T	U	S	A	U	T	N	J	O
E	O	L	T	N	E	M	E	S	A	B	K	R	P	T	K	L
L	H	O	U	S	E	K	E	E	P	I	N	G	Y	S	O	C



Step 1: Read the information below.

The workers at the City Garden Hotel know that their job is to give the best possible service to the guests. They want the guests to enjoy their stay and to return to the hotel. They want the guests to say good things to their friends about the hotel. The workers are always friendly and courteous to the guests. They know that the guest's problems are the worker's to solve.

Step 2: Circle the words a good worker uses to help guests.

1. I don't know.
2. I'll find out for you.
3. May I help you with that?
4. It's too much trouble.
5. Enjoy your stay.
6. Our guests deserve the best.
7. I can't do that.
8. How may I help you?
9. It's my pleasure to be of service to you.
10. I like to help our guests.
11. Thank you.
12. It's too late.
13. I can take care of it for you.
14. I'll tell the front desk right away.
15. Don't ask me.
16. Let me show you.
17. That's your problem.
18. It's not a problem.
19. No one can help you.
20. It's no trouble at all.

Step 3: Work with two other students. Discuss these questions:

- **Should workers say "I don't know," "I can't do that," or "It's too late"? Explain your answer.**
- **What other words could be used to say the same things?**

Check Your Understanding

Draw a line from the question on the left to the correct answer on the right.

1. Where can I rent a car?
2. The security lock on the door to my room doesn't lock. What can I do?
3. Where can I find the coffee shop?
4. What are the hours for the pool?
5. Do you have any entertainment in the cocktail lounge?
6. Where can we buy some souvenirs?
7. Where can I get a snack this late at night?
8. Could we please have some more blankets in room 203?
9. Do you have a dry cleaners in the hotel?
10. How can I get a wake-up call for tomorrow?
11. When does Happy Hour start?
12. Is your hotel wheelchair accessible?

a. It's in the lobby next to the City Bistro. Do you know where that is?

b. Our pool, sauna, and spa are open from 8 A.M. to 11 P.M. daily.

c. I'll call the engineering department. Someone will fix it for you.

d. There's a car rental desk in the lobby next to the coffee shop.

e. We have live music and dancing from 9 P.M. to 1 A.M. on Friday and Saturday in the City Bistro.

f. Our coffee shop and room service are available until midnight. We also have vending machines with drinks and snacks on each floor.

g. Yes, it is. We just completed our room renovations, and we are ready to serve our disabled guests.

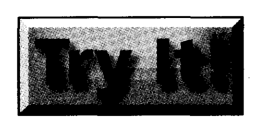
h. Certainly. I'll call the housekeeping department for you. They'll send some right up.

i. We have a gift shop on the first floor.

j. Just dial the hotel operator and say what time you would like to get up.

k. Yes, we have one-day service on dry cleaning. Dial the bell desk at 333 for pickup.

l. It starts on weekdays at 4 P.M. It's over at 6 P.M.



Work with a group of three or four students. Discuss questions 1–4 below in your group. Choose one person to make the phone call for activity 5 and report the answer to the group. Write your answers to the questions on the lines below or on a separate sheet of paper.

1. What can a worker do to "go the extra mile"?

2. What does "A guest's problems are a worker's to solve" mean? How can a worker solve a guest's problems?

3. What do you think are the advantages and disadvantages of being on the bell staff? Make a list and share your ideas with the group.

4. There are several names for workers at the bell desk: *bellhop, bellman, bell person,* and *bell staff.* All of these are used because both men and women can do bell service jobs. Which title or titles do you prefer? Why?

5. Call a local hotel to find out what qualifications a person needs to work as a bellhop or a van driver.

Notes

Unit 3
MAKE IT SHINE!



Look at the picture. What does it show? What do you think the chart on the wall is used for? Then read the words in the box. Underline the words you know.

Words to Know

ashtray
bath mat
bath towel
broom
candy
checklist
cleaning supplies
convention
creamer
crib
facial tissue
hair dryer
hand towel
instant coffee

iron
ironing board
lightbulb
linen cart
matches
memo pad
packet
pass key
pillowcase
postcard
rag
roll
room attendant
sewing kit

sheets
shower cap
stationery
sugar
toiletries
toilet tissue (paper)
toothbrush
trainee
vacuum cleaner
vacuum cleaner bag
washcloth

(to) call in sick
(to) double-check
(to) sign

fully stocked
shorthanded

ASAP (As Soon As Possible)
Let me see.
make it shine
No problem.
You can count on us.



Step 1: Listen as your teacher reads the conversation.

Derek: Aram, I need your help. We're shorthanded today. Two room attendants called in sick, and we have a big convention coming in.

Aram: No problem. What can I do to help?

Derek: It's here on the chart. Room 211 needs a crib, 408 wants an iron and ironing board, and 417 asked for a hair dryer. Oh, 220 requested a roll of toilet tissue and a toothbrush ASAP. You can take Martha to help you.

Aram: OK. You can count on us! Martha and I will get it done right now.

Derek: Oh, ask Sara to see me, please. We have a new trainee. This is Susan.

Aram: Welcome to our team, Susan. Well, I've got a lot to do. Bye for now.

Derek: [*to Susan*] Sara is going to show you what to do.

Susan: Thank you very much. I'm eager to learn.

Derek: That's good. I'm happy to hear that.

Sara: Hi, Susan! Sign here for your pass key. It opens all the rooms on your floor. Check it out each morning, and check it in each afternoon when you leave.

Susan: OK.

Sara: Now, let's get your linen cart. It should be fully stocked and ready to go. You need to double-check your supplies. Here's a checklist.

☑ pass key	☑ rags
☑ candy	☑ toiletries
☑ sheets	☑ shower caps
☑ pillowcases	☑ sewing kits
☑ hand towels	☑ packets of instant coffee
☑ bath towels	☑ creamer
☑ washcloths	☑ sugar
☑ bath mats	☑ matches
☑ pens	☑ ashtrays
☑ memo pads	☑ lightbulbs
☑ stationery	☑ broom
☑ postcards	☑ vacuum cleaner
☑ facial tissue	☑ vacuum cleaner bags
☑ toilet tissue	
☑ cleaning supplies	

Susan: Let me see. Yes, I have everything!

Sara: Good! Next, I'm going to show you the City Garden way to clean a room. I'm going to show you how to make it shine!

Step 2: Form a group of three students. Read the conversations in your group.

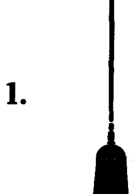
Step 3: Discuss these questions within your group:

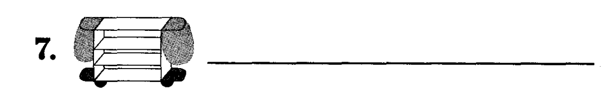
- **What happens when a department is shorthanded?**
- **What should a new room attendant learn?**
- **What does "make it shine" mean to you?**

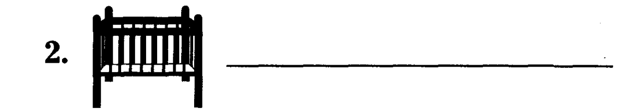


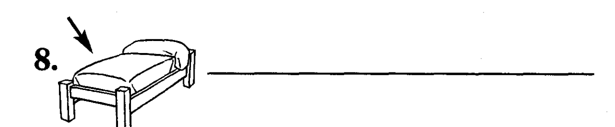
broom	iron and ironing board	toothbrush
cart	pillowcase	towels
crib	sheets	vacuum cleaner
facial tissue	toilet tissue	
hair dryer		

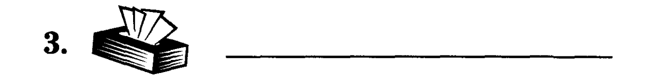
Write the correct word from the box beside each picture below.

1.   ______________________

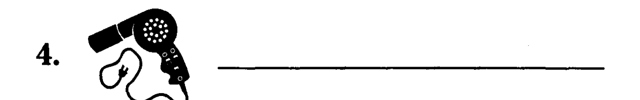
7.  ______________________

2.  ______________________

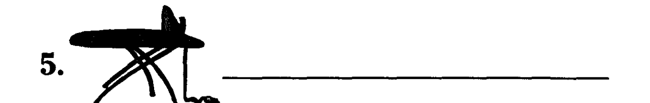
8.  ______________________

3.  ______________________

9.  ______________________

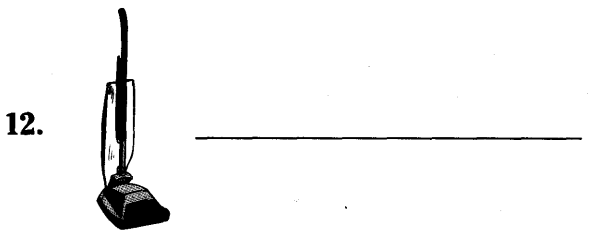
4.  ______________________

10.  ______________________

5.  ______________________

11.  ______________________

6.  ______________________

12.  ______________________

Your Vocabulary

Words to Know

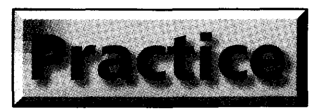
bathtub
bedspread
carpet
fixtures
furniture
glass cleaner
ice bucket
linen
laundry bag
liner
sink
stain
tear
toilet
towel rack
tray
wall
wastebasket
(to) deposit
(to) display
(to) dust
(to) empty
(to) hang
(to) make the bed
(to) make up a room
(to) remove
(to) replace
(to) sanitize
(to) scrub
(to) spray
(to) sweep
(to) vacuum
(to) wipe
burned-out
dirty

Step 1: Listen as your teacher reads the following checklist for making up a room. The checklist explains how to make a room shine.

Checklist for Making up a Room

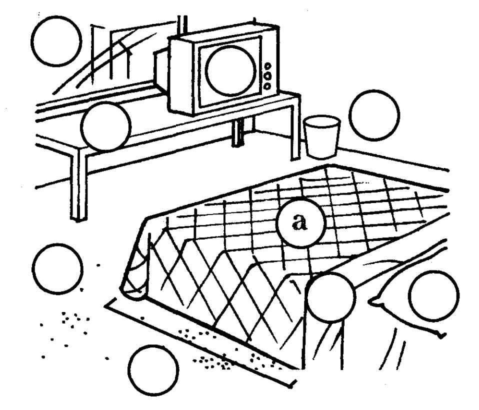
- ☑ 1. Inspect the room for items the guests may have left behind.
- ☑ 2. Empty the wastebaskets into the trash bag on your cart. Always use a liner.
- ☑ 3. Remove used sheets from the bed. Check all linen for tears and stains.
- ☑ 4. Deposit the sheets and pillowcases in the laundry bag on the cart.
- ☑ 5. Make the bed with clean linens and the bedspread.
- ☑ 6. Dust the furniture and the TV.
- ☑ 7. Spray glass cleaner on the mirrors and the inside of the window and then wipe.
- ☑ 8. Place hotel memo pads and pens by the phone.
- ☑ 9. Pick up dirty towels and deposit them in the laundry bag on the cart.
- ☑ 10. Hang clean towels on the towel racks.
- ☑ 11. Scrub the sink.
- ☑ 12. Give the bathtub, walls, and fixtures a light cleaning.
- ☑ 13. Sanitize the toilet.
- ☑ 14. Replace old roll of toilet tissue with a new one. Leave an extra roll.
- ☑ 15. Sweep the floor in the bathroom.
- ☑ 16. Vacuum the carpet.
- ☑ 17. Remove dirty drinking glasses. Place clean drinking glasses and ice bucket on the tray on the dresser.
- ☑ 18. Put packets of instant coffee, creamer, and sugar by the coffeemaker.
- ☑ 19. Display toiletries in the basket on the counter by the sink.
- ☑ 20. Replace any burned-out lightbulbs.
- ☑ 21. Put a welcome card and candy on the table.
- ☑ 22. Smile. You did a good job!

Step 2: Discuss the checklist with your class. Which five items do you think are most important? Which five are least important? Why?



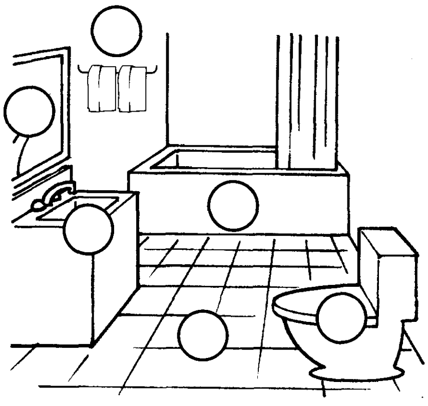
Step 1: **The words below name things in the pictures. The pictures have empty circles. Fill in the empty circles on each picture with the letters of the correct names on the right. The first one is done for you.**

1.



a. bed
b. bedspread
c. carpet
d. window
e. pillow
f. sheet
g. TV
h. table
i. wastebasket

2.



a. bathtub
b. floor
c. sink
d. toilet
e. towels
f. mirror

Step 2: **Use the words from the checklist on page 28 to fill in the spaces below.**

1. ________________ the wastebaskets.

2. ________________ the furniture and the TV.

3. ________________ dirty towels in the laundry bag.

4. ________________ the carpet.

5. ________________ the bathroom floor with a broom.

6. ________________ the sink.

7. ________________ the toilet.

8. ________________ toiletries in the basket.

9. ________________ used sheets from the bed.

10. ________________ the bed with clean sheets.

11. ________________ glass cleaner on the mirrors and windows.

12. ________________ clean towels on the towel racks.



Words to Know

attendant	report	(to) respect	for security reasons
checkout	status		
clerk	vacancy	occupied	I'm very sorry.
housekeeper		vacant	No hurry.
maid	(to) come back		Take your time.
pride	(to) finish	daily	Thanks for helping me out.
privacy	(to) knock		
protection	(to) leave	Do not disturb.	

Step 1: **Listen as your teacher reads Susan's conversations. It is her first day as a room attendant, or housekeeper, at the City Garden Hotel.**

Susan: [*knocking on guest room door*] Housekeeping!

Guest 1: [*opening door*] We'll be leaving in about half an hour.

Susan: Fine. I'll come back later then.

Susan: [*knocking on door*] Housekeeping! [*opening door slowly*] Housekeeping! Anyone here?

Guest 2: Yes. Oh, it's the maid. What time is checkout?

Susan: Twelve noon.

Guest 2: I'll be here until then.

Susan: No hurry. Take your time.

LATER

Sara: Good morning, Susan. Here is your daily Room Vacancy Report. It shows you the status of the rooms. Remember, if there is a "Do Not Disturb" sign on the door, don't knock. We want to respect our guests' privacy.

Susan: Oh, yes. I know that's important. All the rooms I tried had no sign on the door. I thought they were vacant, but they were occupied.

Sara: Look at the report. Rooms 303 to 305 have checked out. Start there.

Susan: OK. I'll do that.

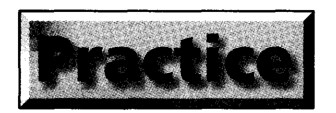
Guest 3: Excuse me. Can you please open my door for me? I forgot my card key.

Sara: I'm very sorry, sir. For security reasons, you need to get a new one from the front desk clerk. It's for your protection.

Susan: [*to Sara*] Thanks for helping me out.

Sara: That's my job.

Step 2: **Practice the conversation in a group of five students.**



Use words from the conversation on page 30 to fill in the blanks below.

1. Susan knocks on the guests' doors and says, "________________________!"
2. Susan tells the guest, "No hurry. Take your ________________________."
3. Sara gives Susan a Room ________________________ Report.
4. The report shows the ________________________ of the rooms.
5. Sara says that for ________________________ reasons the guest must go to the front desk to get another card key.
6. Sara tells Susan not to knock on the door of a room with a "Do Not ________________________" sign.
7. Susan tells Sara, "Thanks for ________________________ me out."

Read the Room Vacancy Report

Look at the Room Vacancy Report. Write *Yes* after the sentence if it is true and *No* if it is false.

1. Susan wants to clean Room 301. Is there a guest in the room?

   ____

2. Is Room 303 ready to clean?

   ____

3. Does Susan have to clean Rooms 305 and 306 today?

   ____

4. Rooms 302 and 310 have a *V* after them. Are they occupied?

   ____

Date *11/4*

Room Vacancy Report
Floor *3*

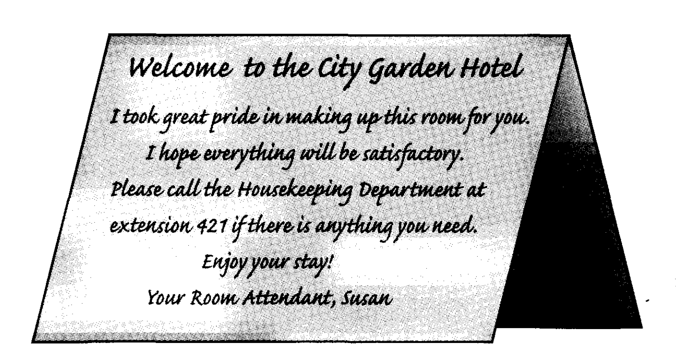
Room Number	Status
301	*O*
302	*V*
303	*CO*
304	*CO*
305	*OOO*
306	*OOO*
307	*O*
308	*O*
309	*V*
310	*V*

Code: CO = Checked out
O = Occupied
V = Vacant (clean, no occupant)
OOO = Out of order

Be a Good Worker

Step 1: Read the following story about Susan.

As a housekeeper, Susan's job is to make up the hotel rooms for the guests. She has a lot of rooms to clean, so she has to work quickly. Susan makes sure that her linen cart has the supplies she needs. Then she does all of the work on her checklist. She takes pride in her work. When she finishes a room, she puts a welcome card with some candy on the table. "Then the guests will know that I want them to enjoy their stay," she says.



When she opens the door to a room, Susan is very careful not to disturb the guests. She always knocks on the door first and says, "Housekeeping." She does not want to surprise the guests. If the guests want to stay in the room longer, she says, "I'll come back later."

Susan is always friendly. She smiles and says "good morning" or "hello" to the guests and to her co-workers when they pass her in the hall. Susan says, "I like working with people. That's the best part of my job."

Step 2: Write *Yes* in the space if the sentence is true and *No* if it is false.

1. ______ A housekeeper must clean a lot of rooms quickly.

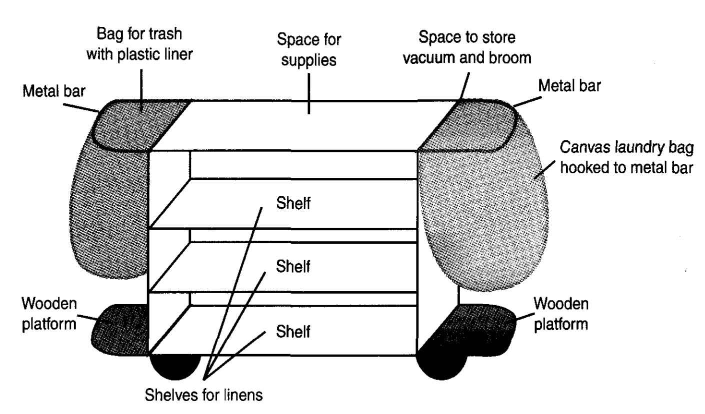
2. ______ Susan likes to surprise the guests.

3. ______ Susan takes pride in her work.

4. ______ If a guest wants to stay in a room longer, Susan says, "I'll come back later."

5. ______ Susan opens the guests' rooms without knocking first.

Housekeeper's Linen Cart





Use the words in the box to complete the sentences below. Then place the answers in the puzzle.

attendant	**knocks**
cart	**linens**
crib	**sheets**
disturb	**shine**
housekeeping	**sweep**
key	**trainee**

Across

1. "Use a broom to ______________ the floor."

4. A baby sleeps in a ______________.

5. Another name for a housekeeper is room ______________.

7. A housekeeper keeps supplies on a ______________.

10. Workers in the ______________ department clean the hotel rooms.

11. Can you "Make it ______________"?

Down

1. "Put clean ______________ on the bed."

2. The sign on the doorknob says, "Do Not ______________."

3. A new employee is a ______________.

6. A housekeeper ______________ on the door before opening it.

8. "Use a ______________ to open the door."

9. Sheets, pillowcases, and towels are all ______________.



Read the information about Susan. Think about the signs she sees.

It's 9:25 A.M. Susan is going to her first weekly department meeting. It starts at 9:30 A.M. Susan is reading these signs on the wall.

If you find any of the guests' personal articles, call the lost-and-found department right away for a pickup.	*If anything is missing from a room, notify the floor supervisor of the loss immediately. We especially need to know about missing linens for our inventory.*	*Energy conservation is everyone's business. Always turn down the heat or air conditioner when you enter a room. Make sure the lights and the water are off when you finish.*

What Do You Do?

Draw a line to connect the beginning of each sentence with its correct ending.

1. Turn the air conditioner down	**a.** if something in the room is missing.
2. Call lost and found	**b.** when you enter a room to clean it.
3. Notify the floor supervisor	**c.** save energy!
4. Help	**d.** to pick up personal articles left by a guest.

What Do You Say?

Write the answer to each question.

1. A guest left a wallet in the room. What do you say when you call the lost-and-found department? ______________________________

____

2. You notice that a lamp is missing from the room. What do you say to the supervisor?

____

____

Check Your Understanding

Step 1: There are many things to do to clean a guest room. Imagine you are a housekeeper. Read each numbered item below. Then draw a line from each numbered item to what you must do to correct the problem. The first one is done for you.

1. The carpet is not clean.
2. The floor is dirty.
3. The wastebasket is full.
4. There is no hotel directory in the room.
5. The air conditioner is on high in a vacant room.
6. The furniture and TV set are dusty.
7. The coffeemaker is missing from the room.
8. The sink is dirty.
9. There are no towels in the bathroom.
10. The sheets on the bed need changing.
11. A guest left a bathing suit in the room.
12. Dirty towels are on the floor.

a. I sweep it with a broom.
b. I empty it.
c. I dust them.
d. I vacuum it.
e. I put one on the table.
f. I hang some up.
g. I scrub it.
h. I report the loss to the floor supervisor.
i. I turn it down.
j. I pick them up and deposit them in the laundry bag.
k. I remove them and put clean ones on.
l. I call for someone to take it to lost and found.

Step 2: Put an *X* in front of anything a housekeeper does.

_____ 1. Takes luggage to guests' rooms

_____ 2. Gives supplies to guests

_____ 3. Answers the phones

_____ 4. Smiles at guests

_____ 5. Makes up guest rooms

_____ 6. Knocks before opening them

_____ 7. Checks rooms for items guests might have left

_____ 8. Opens hotel doors for guests who forget their keys

_____ 9. Says "hello" and "good morning" to guests in the hall

_____ 10. Opens a door when there is a "Do Not Disturb" sign on it

_____ 11. Uses towels to clean rooms



Complete three of the four activities below. Write your answers on the lines below or on a separate sheet of paper.

1. Hotel workers who clean guest rooms are called maids, housekeepers, and room attendants. Which name would you rather be called? Why?

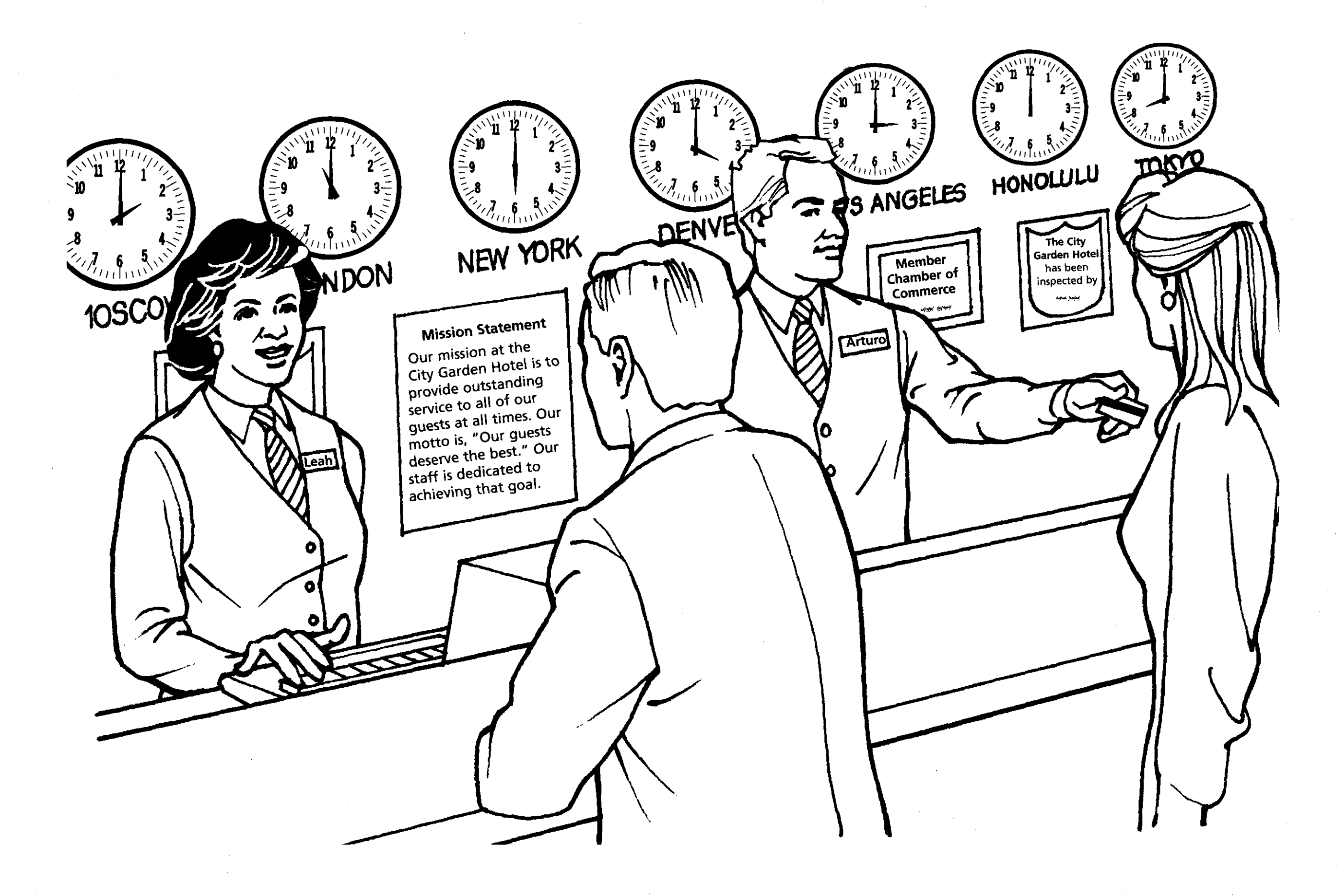
2. Imagine you work in the housekeeping department of a large hotel. What do you like about your job? Is there anything you dislike about your job?

3. Work with a partner. Talk about why it is important to save energy. Make a list of things that workers can do to save energy.

4. Call a local hotel and speak to the manager of housekeeping. Ask the manager, "What do you look for in a good housekeeping worker?" Write down the information. Then make a checklist of qualities for good housekeeping workers. Share your checklist with your class.

Notes

Unit 4
DO YOU HAVE A RESERVATION?



Read the words in the box. Underline the words you know. Then look at the picture. What are the people doing? Why do the clocks on the wall show different times?

Words to Know

breakfast	**place**	**(to) rekey**	**Have a pleasant stay!**
champagne	**queen-sized bed**	**(to) spell**	**Thank you for choosing . . .**
credit card	**receipt**		**Was everything satisfactory?**
double bed	**reservation**	**itemized**	**within walking distance**
driver's license		**local**	**You're all set.**
Honeymoon Package	**(to) imprint**	**nonsmoking**	
identification	**(to) misplace**	**perfect**	
king-sized bed	**(to) recommend**	**terrific**	
	(to) register		



Step 1: Listen as your teacher reads the conversations.

Leah:	Welcome to the City Garden Hotel. How may I help you?
Guest 1:	We want to register.
Leah:	Do you have a reservation?
Guest 1:	Yes. It's for Roger and Stephanie Strickland for the Honeymoon Package.
Leah:	Congratulations! Could you spell your name, please?
Guest 1:	*S* as in *Sam*, *t-r-i-c-k-l-a-n-d*.
Leah:	Thank you. You get champagne with that and breakfast for two. May I have your credit card to imprint?
Guest 1:	Sure. Here it is. We'd like a nonsmoking room with a queen-sized bed.
Leah:	Our rooms have either a king-sized bed or two double beds. Is king OK?
Guest 1:	Yes, that's fine. Are there any nice restaurants within walking distance?
Leah:	I'm sure the concierge will be able to recommend some. She has menus from all the local places. How many card keys would you like?
Guest 1:	Two will be fine.
Leah:	OK. You're all set. Here is your room number and card keys.
Guest 1:	Thank you very much.
Leah:	My pleasure. Have a pleasant stay!
	LATER
Guest 2:	I misplaced my room key. I'm in room 312.
Leah:	May I see your identification, please?
Guest 2:	Here's my driver's license.
Leah:	[*looking at the license*] Thank you, Mr. Lee. Here's your new card key. I rekeyed your room, so your old card key won't work now.
	LATER
Guest 3:	I'd like to check out. Here is my card key for room 451.
Arturo:	Thank you. Was everything satisfactory?
Guest 3:	Yes, perfect. The convention was terrific, too.
Arturo:	I'm glad. Would you like to leave that on your credit card, Ms. Correa?
Guest 3:	Yes, please.
Arturo:	Here's your itemized receipt. Thank you for choosing the City Garden Hotel.

Step 2: Read the conversations in a group of four or five students.

Step 3: Discuss the conversations. Why does Leah ask Guest 1 to spell his name? Why does she send Guest 1 to the concierge? Why does Leah ask Guest 2 for identification?



Step 1: **You are a front desk clerk at the City Garden Hotel. Complete the conversation. Then practice it with a partner.**

You: Welcome to the ______________________________.

How ______________________________?

Guest: I'd like to check in.

You: Do you ______________________________?

Guest: Yes, I do. My name is Henry Puccini.

You: Could you ______________________________?

Guest: *P* as in *Peter, u*, double *c, i-n-i*. I'd like a nonsmoking room.

You: Thank you. May I have your ______________________________?

Guest: Here you are. Are there any good restaurants within walking distance?

You: The concierge ______________________________.

Guest: Thank you.

You: How many card keys ______________________________?

Guest: ______________________________.

You: Here is your ____________________ and here are your

______________________________.

Guest: Thank you very much.

You: ______________________________.

Step 2: **Practice these short conversations with a partner.**

Clerk:	What's your name, please?	**Clerk:**	What's the name, please?
Guest:	Rollings.	**Guest:**	Brendzal.
Clerk:	How do you spell that?	**Clerk:**	Could you please spell that?
Guest:	*R* as in *rose*, *o*, double *l*, *i-n-g-s*.	**Guest:**	*B* as in *boy*, *r-e-n, d* as in *dog*, *z* as in *zebra*, *a-l*.

Step 3: **Write your own information. Read it with a partner.**

You: My name is ______________________________.

Partner: How do you spell that?

You: ______________________________.

Build Your Vocabulary

Words to Know

associate
business
button
challenge
credit
courtesy
fax
hospitality
patience
privacy

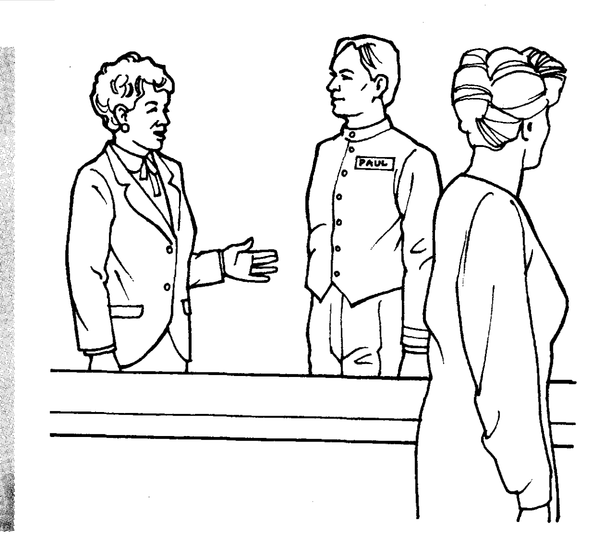
registration desk
safe deposit box
valuables

(to) guard
(to) hold
(to) provide
(to) train

(to) treat
(to) wait
(to) write

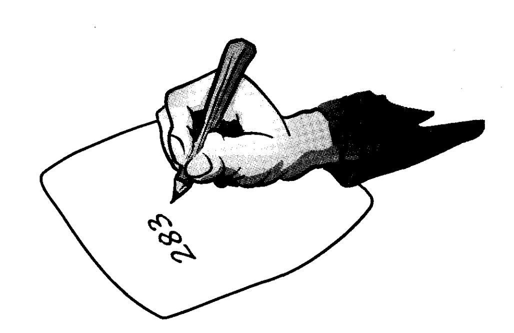
calm
quality
rude

aloud



Read about Paul's first day as front desk clerk.

Janet Shishima, guest services manager, is training Paul today. She tells him that a hotel is like a small city. The registration or front desk is like the city center. Guests are always coming and going at this reservation desk, and it is important to take care of their needs.



"Hospitality is our business," Ms. Shishima begins. "Always treat the guest with courtesy and patience, even if the guest is rude.

"We must remember to give our guests good service and to guard their security, Ms. Shishima says. "So when you give a guest a card key, never say the room number aloud. Write it on one of these pieces of paper.



"When you answer the phones, say 'City Garden Hotel,' your name, and 'How may I help you?' Then, if you have to make a guest wait, say 'Please hold a moment,' and be sure to push the hold button.

"We provide many services at this desk," Ms. Shishima continues. "A guest can send a fax or put valuables in the safe deposit box in the back. Sometimes we get very busy, but we must keep calm and give quality service to each guest."

Paul says, "There *is* a lot to learn, but I usually learn fast. I love the challenge of learning new things."

Ms. Shishima smiles and answers, "You will be a credit to our hotel, I know. We're happy to have you as an associate."



Step 1: Fill in each space below with the correct word from the box.

business	**hotel**	**rude**
courtesy	**patience**	**treat**
hospitality	**reservation desk**	

1. Janet Shishima tells Paul that a ____________________ is like a little city. The ____________________ is like the city center.

   "____________________ is our ____________________," Ms. Shishima begins. "Always ____________________ the guest with ____________________ and ____________________, even if the guest is ____________________."

aloud	**guard**	**push**
answer	**hold**	**room**
button	**name**	**security**
card key	**pieces**	**wait**

2. "We must remember to give our guests good service and to ____________________ their ____________________," Ms. Shishima says. "So, when you give a guest a ____________________, never say the ____________________ number ____________________. Write it on one of these ____________________ of paper.

   "When you ____________________ the phones, say 'City Garden Hotel,' your ____________________, and 'How may I help you?' Then, if you have to make a guest ____________________, say 'Please ____________________ a moment,' and be sure to ____________________ the hold ____________________."

Step 2: Circle *T* if the sentence is true and *F* if it is false.

1. Paul is the new guest services manager.	**T**	**F**
2. A hotel is like a big city.	**T**	**F**
3. Hospitality is a hotel's business.	**T**	**F**
4. Front desk staff does not need to guard the security of guests.	**T**	**F**
5. If Paul has to make a guest wait on the phone, he should push the hold button.	**T**	**F**
6. Guests can take care of some personal business at the front desk.	**T**	**F**
7. Sometimes the front desk can be very busy.	**T**	**F**

Listen and Speak

Words to Know

arrival	date	(to) avoid	(to) reserve
availability	double	(to) be guaranteed	available
cancellation policy	expiration date	(to) guarantee	smoking
charges	group rate	(to) input	at least
confirmation number	single	(to) look forward to	in advance
			That's all.

Step 1: **Listen as your teacher reads a conversation between Paul, a reservations clerk, and a caller.**

Paul: [*answering the phone*] Reservations. This is Paul. How may I help you?

Caller: I'd like to reserve a room during the Artists of America convention.

Paul: For which dates?

Caller: April 15th, 16th, and 17th.

Paul: Let me check availability for you. Just a moment, please. OK, I show a group rate of $79 for a single and $89 for a double.

Caller: I'd like a double. Do you have a room with a view of the lake?

Paul: I'm sorry. None is available on those dates. Would you like smoking or nonsmoking?

Caller: Nonsmoking.

Paul: Your name and address, please.

Caller: Angela Leal, 190 Stucker Road, Hannaford, California 90709.

Paul: Which credit card would you like to use to guarantee your reservation?

Caller: I have a TOPCARD number 7716-4895-2430-1668, expiration date 12/02.

Paul: Just a moment please, while I input that. That's 7716-4895-2430-1668, right? Your confirmation number is 8-1-6, *V* as in *Victor*, *G* as in *George*, 5-4-2. Our check-in time is 3:00 P.M. You're guaranteed for late arrival.

Caller: Thanks. What's your cancellation policy?

Paul: To avoid any charges, please notify us at least twenty-four hours in advance. Is there anything else I can help you with today?

Caller: No, thank you. That's all.

Paul: We look forward to seeing you then. Thank you for calling City Garden Hotel.

Step 2: **Read the conversation aloud with a partner.**



Step 1: **Work with a partner. Discuss these questions about the dialogue. Write your answers on the lines below.**

1. What is a group rate? ______________________________

____

2. Why do you think the hotel has a cancellation policy? ______________________________

____

3. What does "guaranteed for late arrival" mean? ______________________________

____

Step 2: **You are the clerk. Complete the conversation with a partner.**

Clerk: Reservations.

Caller: I'd like to make a reservation for a single room.

Clerk: ______________________________?

Caller: August 23rd and 24th.

Clerk: Would you like ______________ or ______________?

Caller: Nonsmoking, please.

Clerk: Please give me your ______________ and ______________.

Caller: My name is ______________, and my address is

______________________________.

Clerk: Which credit card ______________________________?

Caller: ______________________________.

Clerk: That's ______________________________, right?

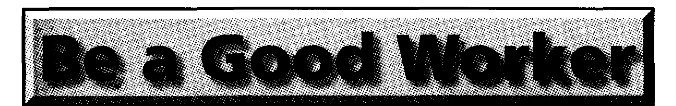
Is there ______________________________?

Caller: ______________________________.

Clerk: ______________________________.

Step 3: **Read the sentences. Circle *RC* if the reservations clerk says it. Circle *G* if the guest says it.**

1. What's the expiration date on your credit card?	**RC**	**G**
2. What's your cancellation policy?	**RC**	**G**
3. You're guaranteed for late arrival.	**RC**	**G**
4. My credit card number is 4557-8989-1492.	**RC**	**G**
5. To avoid any charges, notify the hotel at least twenty-four hours in advance.	**RC**	**G**



Step 1: **Read the rules for employees at the City Garden Hotel.**

Employee Rules
City Garden Hotel

- *You must be well-groomed and clean-cut.*
- *Your hair must be neat, clean, and away from your face.*
- *Your uniform should be clean and neatly pressed.*
- *You should shower on a regular basis.*
- *You must never smoke, eat, or drink while working.*
- *You should smile at our guests, make eye contact, and always be polite.*
- *Remember, without our guests, we would not have jobs!*

Step 2: **Circle the pictures that show good workers.**

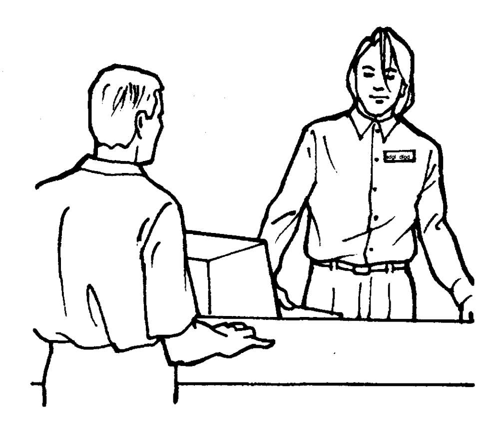
1.



3.



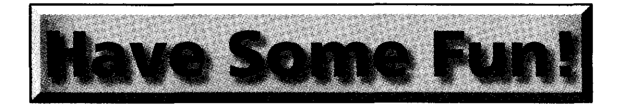
2.



4.



Step 3: **With your class, talk about the pictures above. Which pictures show good workers, and why? Which ones do not, and why?**



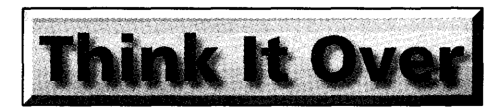
Step 1: **Unscramble the words. The words are listed, unscrambled, in the box below.**

1. eryek ____________
2. eecitrp ____________
3. lelps ____________
4. gink-zeids ____________
5. leoth ____________
6. feercpt ____________
7. elims ____________
8. boudle ____________

calm	**double**	**identification**	**receipt**
card key	**fax**	**king-sized**	**rekey**
challenge	**front desk**	**neat**	**smile**
check in	**guaranteed**	**package**	**spell**
complimentary	**guest**	**patience**	**training**
confirmation	**hotel**	**perfect**	**view**
credit card			

Step 2: **Find the unscrambled words and the words from the box above in the puzzle. Circle the words you find in the puzzle. They may be horizontal, vertical, or diagonal. They may even be backward.**

K	A	R	E	Y	E	C	O	N	T	A	C	T	C	X	P	Y
I	D	E	N	T	I	F	I	C	A	T	I	O	N	B	A	E
N	W	K	I	C	L	E	T	O	H	F	M	E	C	M	C	K
G	R	E	C	E	I	P	T	N	J	P	D	I	L	G	K	D
S	N	Y	K	F	L	A	N	F	L	N	E	G	E	K	A	R
I	M	O	S	R	Q	T	P	I	L	I	E	N	A	S	G	A
Z	R	I	T	E	A	I	M	R	E	K	T	I	N	E	E	C
E	E	S	L	P	L	E	O	M	P	C	N	N	C	D	R	D
D	R	T	A	E	N	N	W	A	S	E	A	I	U	T	T	O
W	I	X	B	T	O	C	I	T	Z	H	R	A	T	N	S	U
E	M	L	A	C	R	E	D	I	T	C	A	R	D	O	E	B
I	U	R	O	F	X	I	J	O	V	O	U	T	Y	R	U	L
V	Y	C	H	A	L	L	E	N	G	E	G	I	M	F	G	E



Check the actions listed below that tell what a front desk clerk does.

1. ____ smiles at guests
2. ____ is polite and patient
3. ____ is never well-groomed
4. ____ makes reservations for guests
5. ____ tries not to answer guest questions
6. ____ works as part of a team
7. ____ checks guests in and out of rooms
8. ____ registers guests
9. ____ helps callers on the phone
10. ____ never says, "How may I help you?"
11. ____ gives guests confirmation numbers for their reservations
12. ____ never quotes room rates to callers
13. ____ must have neat and clean hair
14. ____ never says a guest's room number aloud
15. ____ smokes and drinks while working
16. ____ gives good service to guests

Step 2: Number the parts of the conversation below in order from 1 to 8.

_____ **1.** "I'd like to check in."

_____ **2.** "Do you have a reservation?"

_____ **3.** "Welcome to the City Garden Hotel. How may I help you?"

_____ **4.** "Yes, I do. The name is Presley."

_____ **5.** "You're all set, Mr. Presley. Here is your card key. Enjoy your stay!"

_____ **6.** *"P-r-e-s-l-e-y."*

_____ **7.** "How do you spell that?"

_____ **8.** "Thank you. I will."

Check Your Understanding

Read what twelve guests say below. Then circle the letter next to the front desk clerk's correct response.

1. I'd like to check out.
- **a.** I'm sorry. I'm busy.
- **b.** Was everything satisfactory?
- **c.** Please talk to the bellman.

2. I'd like to check in.
- **a.** What's your room number?
- **b.** Do you have a card key?
- **c.** Do you have a reservation?

3. Do you know any good restaurants within walking distance?
- **a.** No, I don't.
- **b.** We never recommend restaurants.
- **c.** The concierge can recommend some local restaurants.

4. I misplaced the card key to room 304.
- **a.** May I see your identification, please?
- **b.** How many keys do you need?
- **c.** Here's my driver's license.

5. Where do I register?
- **a.** You can register here at the front desk.
- **b.** You can register at the bell desk.
- **c.** You can register by phone.

6. Do you have any rooms with queen-sized beds?
- **a.** How may I help you?
- **b.** Our rooms have either king-sized beds or double beds.
- **c.** Enjoy your stay!

7. Can I send a fax from here?
- **a.** Yes, ma'am. Just a moment, please. I'll help you.
- **b.** The housekeeper can help you.
- **c.** What's a fax?

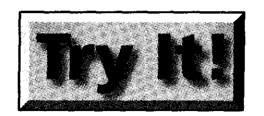
8. I'd like to put some things in the safe.
- **a.** Welcome to the City Garden Hotel.
- **b.** Yes, please.
- **c.** Certainly. I can help you with that.

9. What's your cancellation policy?
- **a.** I don't want to talk about it.
- **b.** Notify us at least two days in advance to avoid any charges.
- **c.** Our check out time is 11:30 A.M.

10. Do you have any nonsmoking rooms for tonight?
- **a.** What's your name, please?
- **b.** Anything else I can help you with?
- **c.** Yes, we do. Are you interested in a single or a double?

11. How can I guarantee my reservation for late arrival?
- **a.** You can reserve a room for a convention.
- **b.** You can use your credit card.
- **c.** You can check out later.

12. Do you have group rates for the convention?
- **a.** I'll check on that for you.
- **b.** What's your credit card number?
- **c.** Hospitality is our business.



Complete four of the activities below. Write your answers to activities 2 through 5 on a separate sheet of paper.

1. Work in a group of four students. Ask, "What is your first name? How do you spell it?" Then write the answers, letter by letter.

   a. ____________________ **b.** ____________________ **c.** ____________________

   Then ask each student in your group, "What is your last name? How do you spell it?" Write the answers, letter by letter.

   d. ____________________ **e.** ____________________ **f.** ____________________

2. Work with a partner. Take turns saying and spelling the names of eight different people while your partner writes each name, letter by letter. You can use the names of your relatives, classmates, or teachers. You can also use names from a phone book.

3. With a partner, discuss these questions about front desk jobs.
   - Would you like to work at the front (registration) desk of a hotel? Why? Why not?
   - Sometimes the front desk of a hotel gets very busy, and many things can happen at one time. Would you like to work in a place where many things happen at one time? Why? Why not?
   - What would you like and dislike about being very busy on your job?

4. What does "We're in the hospitality business" mean to you?

5. Call a hotel or motel near you. Ask about the rates, cancellation policy, and check-in times. Share your information with the class.

Notes

____

____

____

____

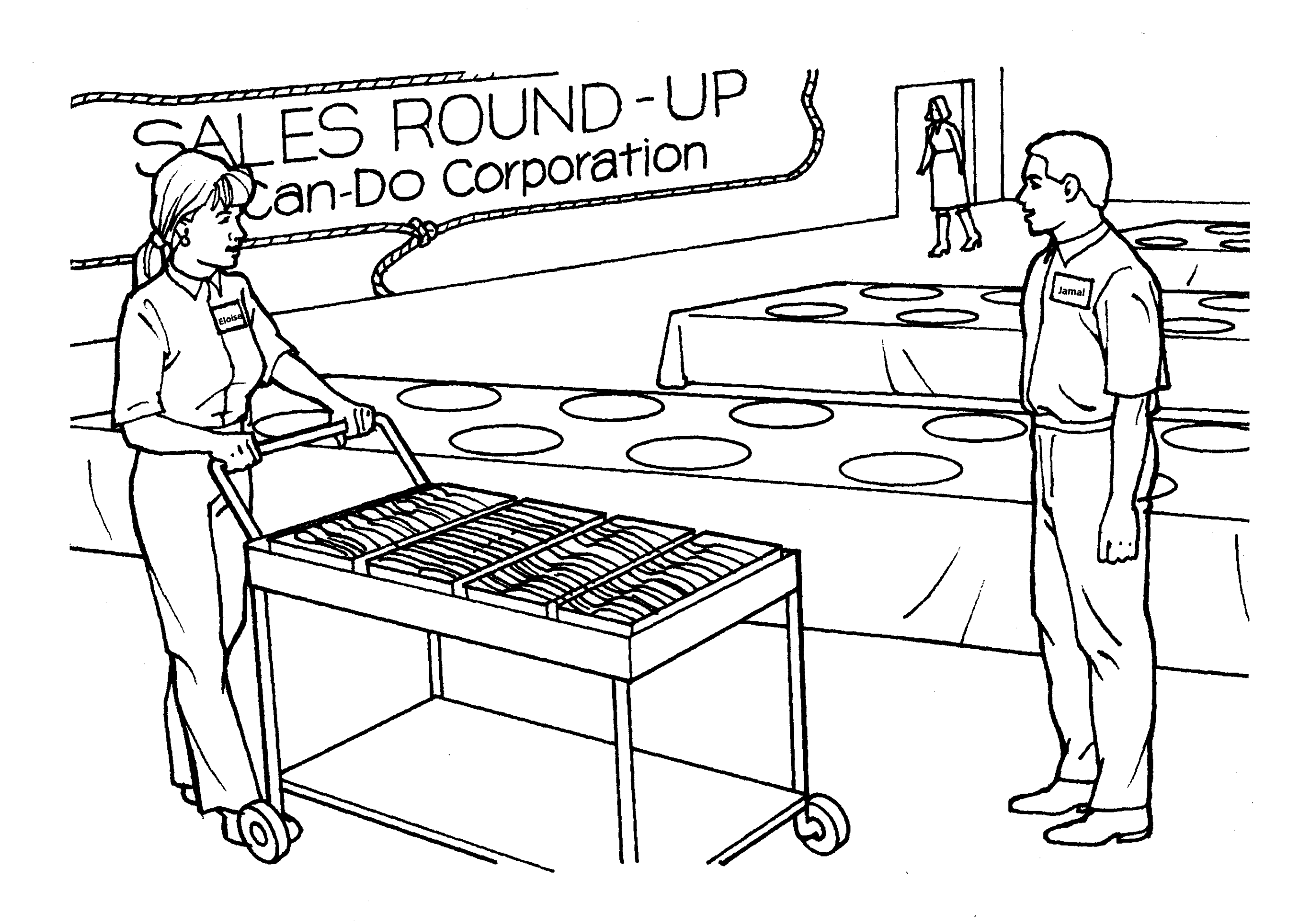
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Unit 5
NOTHING BUT THE BEST FOR OUR GUESTS!



Read the words in the box. Underline the words you know. Then look at the picture. What are the employees doing? What do you think they are talking about?

Words to Know

back-aisle attendant	(to) make it	luckily
banquet	(to) order	meanwhile
barbecue sauce	(to) set up	
commission	(to) take (time)	everything but . . .
costume		I've got it covered.
iced tea	full-time	nothing but . . .
server	nervous	on call
silver	western	That's good news.
silverware		
wine		



Step 1: Listen as your teacher reads the conversations.

Jamal: Oh, hi. I'm glad the silverware is here. I was getting nervous. The banquet begins in half an hour.

Eloise: I'm sorry. New silver just arrived, so we had to wash it before I could bring it over. As our button says, "Nothing but the best for our guests."

Jamal: Right! Will you help me set up these tables? Luckily, it's a fairly small dinner, only a hundred people. The servers are already arriving. I've got to hurry.

Eloise: Sure, I'll help. The captain always tells us to work together. You've already done everything but the silver, so it should only take us a few minutes.

Jamal: That's true. Thanks a lot.

MEANWHILE, IN THE BACK OF THE ROOM

Captain: Hi, Jamie. Are you the back-aisle attendant tonight?

Jamie: Yes, I'm on call. Shel called in sick today.

Captain: OK. I'm glad you could make it on short notice.

Jamie: Me, too. Do you think that it might help me get a full-time job?

Captain: I'm sure it will help, but you also have to do your job very well. I know you're a hard worker, too. I'll remember your good work.

Jamie: Thanks.

Captain: Tonight's group wants iced tea, coffee, and tea served all evening. Also, they'll need plenty of barbecue sauce, OK?

Jamie: I've got it covered.

Captain: Good for you, Jamie! [*to server*] Hi, Nancy. I see you're here right on time. Did you hear about the wine contest?

Nancy: No, I didn't.

Captain: You'll get a commission on all the Blue Vine wine that you sell this month.

Nancy: That's good news. Oh, guests are coming, wearing western clothes, too. So, that's why you told servers to wear these costumes!

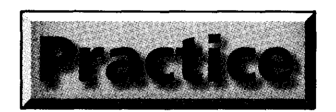
Captain: Yes, it is. And now it's time for all you servers to go to work.

Nancy: [*to seated guests*] Good evening. Would you like to order some wine?

Step 2: Write two questions about the conversations. The questions should be about words or ideas that you do not understand.

Step 3: Read the conversations with one or two partners.

Step 4: Are Jamal, Eloise, Jamie, and Nancy good workers? Discuss this question, as well as the questions you wrote, with your partner(s).



Check *Yes* or *No* for each sentence below.

1. Jamal set up all but the silverware on the tables. **Yes** ____ **No** ____
2. Eloise helps Jamal finish the table setup. **Yes** ____ **No** ____
3. Jamie is a full-time worker. **Yes** ____ **No** ____
4. The banquet department's motto is "Nothing is good for our guests!" **Yes** ____ **No** ____
5. Jamie makes the food for the banquet. **Yes** ____ **No** ____
6. The captain is pleased that Jamie is prepared for the banquet. **Yes** ____ **No** ____
7. Nancy is at work right on time. **Yes** ____ **No** ____
8. Nancy offers wine to the guests. **Yes** ____ **No** ____

What's the Answer?

Draw a line from the statement to its correct meaning.

1. I did everything but pour water into the glasses.
   - **a.** I poured water.
   - **b.** I didn't pour water.
2. I brought in all but three chairs.
   - **a.** We need three more chairs.
   - **b.** We have three chairs too many.
3. Nothing but the best for our guests.
   - **a.** Only the best for our guests.
   - **b.** Guests get more than the best.

Build Your Vocabulary

Words to Know

beverage	overhead projector	(to) brief	attractive
break	screen	(to) shadow	audiovisual
decorations	slide projector	(to) succeed	eager
event	steward	(to) supply	helping
greaseboard	task		proud
location			smart

Step 1: Read what the food-and-beverage manager of the City Garden Hotel says below. The manager is speaking to new workers.

Welcome, new associates! You'll be working for food and beverages. I'm very proud of our large department. Our job is to keep guests happy.

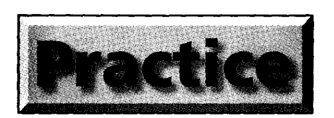
We give excellent service. For all our events, tables are attractive, and the food and drinks are excellent. Our workers are clean-cut. Our hotel is very popular. It's all because of workers like you. You got your job because you're smart and eager. We're glad you're here. We want you to succeed. We know you can succeed. Now I'll brief you on what you'll be doing here. Then you'll shadow a worker and watch him or her do the job.

- If you're a back-aisle attendant, you prepare all the coffee, tea, and iced tea for a banquet. The servers come to you for supplies. You must have them all ready.
- If you're a houseperson, you completely clean banquet and convention meeting rooms and do other helping tasks.
- If you're a convention services worker (a "C.S. guy"), you have many jobs. Often you'll have the room, tables, and decorations ready at least fifteen minutes before an event. Everything must be in place and look attractive.
- If you're an audiovisual houseperson, you bring the greaseboard, screen, slide projector, overhead projector, or whatever was ordered to the location.
- If you're a coffee-break attendant, you take care of the snacks for breaks. Our hotel does this for every meeting or group we have.
- If you're a server, you serve meals to the guests. You give them the excellent service of a fine restaurant. You have experience, so you can do it.
- If you're a steward, you provide many supplies to the location.
- If you're a room-service attendant, you deliver food to a guest's room.

Remember, whatever your job duties, we're here to serve our guests. As we say here in food and beverage, "Nothing but the best for our guests."

Step 2: Work with a partner. Discuss these questions:

- **Why is the food-and-beverage manager proud of the banquet department?**
- **Which of the jobs do you think you could do well? Why?**



Circle the letter of the correct answer.

1. A steward
  a. prepares the coffee, tea, and iced tea for the servers
  b. provides many of the supplies for a banquet
  c. cleans the room before a banquet

2. A room-service attendant
  a. serves food in a restaurant or at a banquet
  b. prepares the coffee, tea, and iced tea for the servers
  c. delivers ordered food to a guest's room

3. A "C.S. guy"
  a. sets up the room for a banquet
  b. brings ordered greaseboards and overhead projectors to an event
  c. serves food in a restaurant or at a banquet

4. A houseperson
  a. cleans the room for a banquet
  b. prepares the coffee, tea, and iced tea for the servers
  c. sets up the room for a banquet

5. A server
  a. brings ordered greaseboards and overhead projectors to an event
  b. serves food in a restaurant or at a banquet
  c. cleans the room before a banquet

6. An audiovisual houseperson
  a. prepares the coffee, tea, and snacks for a meeting coffee break
  b. brings ordered greaseboards and overhead projectors to an event
  c. delivers ordered food to a guest's room

7. A coffee-break attendant
  a. prepares the coffee, tea, and iced tea for the servers
  b. brings meals to guests in a restaurant or at a banquet
  c. serves drinks and snacks during a break in a meeting

8. A back-aisle attendant
  a. prepares the coffee, tea, and iced tea for the servers
  b. supplies steak knives for a banquet
  c. cleans the room before a banquet



Words to Know

cover	(to) call something in	(to) pour
doorknob	(to) charge	(to) pride oneself
gratuity	(to) fill (an order)	added
order form	(to) fill out (a form)	taken care of
Security		

Step 1: Listen as your teacher reads the conversations.

Mrs. Lopez: Honey, let's call room service, so we can eat in front of this window and enjoy the great view tomorrow morning.

Mr. Lopez: Great idea. I'll call in our order.

Clerk: [*on the phone*] Good evening. How may I help you?

Mr. Lopez: I'd like to order breakfast for tomorrow at 8:30 A.M. for room 346.

Clerk: Thank you. Do you know that you can leave your menu order form hanging on your door? Security will pick it up tonight, and I'll fill it tomorrow.

Mr. Lopez: That's fine. Will the breakfast arrive really hot?

Clerk: We pride ourselves on bringing hot food and drinks. For example, if your order is due at 8:30 A.M., the cook prepares the hot food for your tray at 8:15 A.M. We pour your coffee and set up the tray at 8:25 A.M. The attendant brings it to your room on time.

Mr. Lopez: Yes. Well, thank you. I'll fill out the order form and hang it on the doorknob.

Clerk: Yes, sir. Thank you for using room service.

AT 8:30 A.M. THE NEXT MORNING

Attendant: [*knocking on the Lopezes' door*] Room Service, good morning.

Mr. Lopez: [*opening the door*] Good morning. Come right in.

Attendant: I'll put your breakfast tray on the table by the window for you. OK?

Mr. Lopez: Fine. Please don't remove the covers. Will you charge it to the room?

Attendant: Certainly. Will there be anything else, sir?

Mr. Lopez: No, that will be all. I see that the gratuity is already added into the bill, so thank you very much.

Attendant: You're welcome, sir. That's right. It's all taken care of. The housekeeper will remove the tray later. Enjoy your breakfast.

Step 2: Read the conversation with a partner. Then think about the people who worked on the Lopezes' room-service order. How many workers helped take care of the order? What were their jobs?



Write *True* if the sentence is correct and *False* if it is false.

___________ **1.** Mr. Lopez suggests ordering room service.

___________ **2.** Mr. Lopez calls in the order and asks if the breakfast will be hot.

___________ **3.** After Mr. Lopez puts the order on the doorknob, Security picks it up.

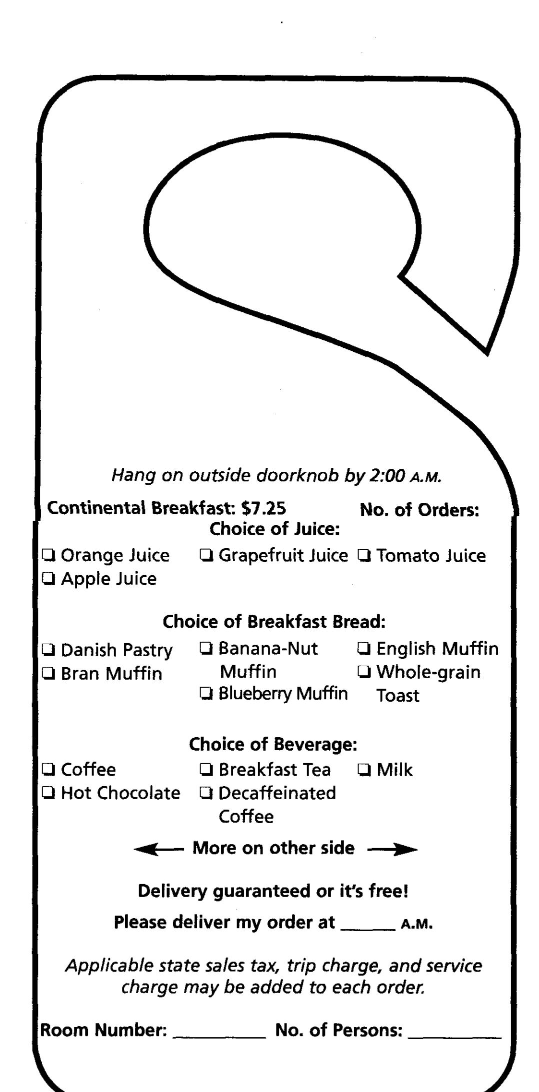
___________ **4.** The cooks begin preparing breakfast for the Lopezes at 8:00 A.M.

___________ **5.** The attendant brings their breakfast at 8:30 A.M.

___________ **6.** The attendant puts the tray on the floor by the window.

___________ **7.** Mr. Lopez gives him a tip.

___________ **8.** The housekeeper will remove the tray.



It's Your Turn

You are a room-service attendant at the City Garden Hotel. Complete the conversation below and practice it aloud with a partner. It is 8:30 in the morning. You knock at the door.

You: ______________________, ______________________.

Guest: Good morning. Come right in.

You: ____?

Guest: Fine. Please don't remove the covers. Will you charge it to the room?

You: Certainly. ____________________________________?

Guest: No, that will be all. I see that the gratuity is already added to the bill, so thank you very much.

You: ________________. That's right. ________________.

____.



Hotels usually like workers to have a clean-cut appearance. Workers represent the hotel to the guests, so hotels hire and give promotions to workers who are well-groomed.



Step 1: Look at the picture and read the following information.

Jack applied for a job at a hotel. He is a nice, kind, outgoing person who likes to serve guests, but this hotel did not hire him.

Step 2: Work with two other students and make a list to answer this question: Why do you think the hotel did not hire Jack?

Shadowing Is a Good Way to Learn

In many job situations, new workers follow and watch experienced workers. This is called shadowing. Here are some tips for effective shadowing:

1. Relax and do not worry if something is hard to understand. You will learn more easily when you relax.

2. Carry some paper and a pen. Write down anything you think may be hard to remember. Then check your notes later to see if they are clear to you.

3. Pay attention to the worker who is showing you what to do. If your mind wanders, breathe deeply and focus your attention.

4. Ask questions. When you find out the reason for doing something, it will be easier to pay attention and remember what to do.



Use the words in the boxed list to complete the sentences below. Then write the answers in the puzzle.

associate	**eager**	**proud**
banquet	**guests**	**shadow**
clean-cut	**manager**	**smart**

Across

3. You got your job because you are smart and ______________.

4. The ______________ welcomed the new associates.

7. Many new workers ______________ experienced workers to learn a job.

8. Most hotel and motel workers have a(n) ______________ appearance.

9. You got your job because you are ______________ and eager.

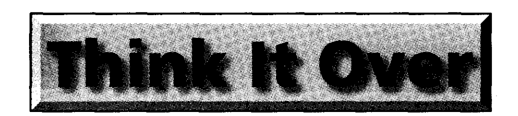
Down

1. A(n) ______________ is a **meal** prepared for many people.

2. The manager said, "I'm very ______________ of our large department."

5. Many hotels call a worker a(n) ______________.

6. "Nothing but the best for our ______________."



Step 1: Read about the three "keys" to advancement for hotel workers: *availability, dependability,* and *performance.*

Hotels look for three main traits in workers: *availability, dependability,* and *performance.* Hotels look for these traits when hiring, promoting, and giving raises.

- Availability means that when a hotel calls a worker to come to work or to stay and work more hours, the worker says "yes" most of the time.
- Dependability means that the worker arrives on time, ready to work. Then the employee works hard and leaves only when the job is completed.
- Performance means doing a good, complete job and doing it on time.

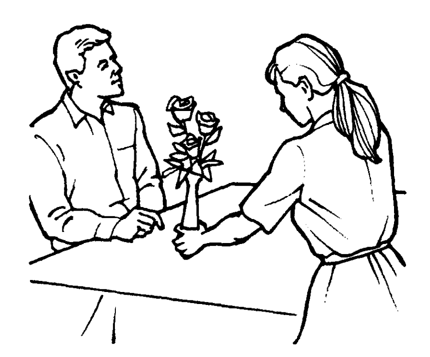
Step 2: Work with another student. Look at each picture below and read the information. The people pictured all work on call. They want full-time jobs, but they are missing availability, dependability, or performance. Which one of the three is each missing? Why do you think so? Discuss your ideas with your partner.



1. The manager calls Susie and asks her to work a week from Saturday night. Susie has a date for a party that night, so she says "no".



2. Bill works as a room-service clerk. The order he delivers is for 7:30 P.M., but he delivers it at 7:45 P.M. because he was late for work again.



3. Geri is a convention services worker. Geri's job is to set up at least one hour before a banquet. She started early, but she is still setting up at banquet time because she was talking to her friends.

Step 3: On a separate sheet of paper, describe in writing what these workers can do to get a full-time job or a pay raise.

Check Your Understanding

Step 1: Put a check mark in the box next to sentences that are correct.

1. Which sentences show the idea "Nothing but the best for our guests"?

❑ **a.** The reception room for the one o'clock wedding reception is not ready until one thirty.

❑ **b.** The room-service attendant is polite, and the food is hot and on time.

❑ **c.** Workers work together to make food-and-beverage events succeed.

❑ **d.** A convention services worker sets up a banquet on time, but she is rude to the guests.

2. What does "take pride in" our department mean to the staff?

❑ **a.** We are proud of the work that we do in our department.

❑ **b.** We all have visible tattoos when we work.

❑ **c.** Workers believe in helping one another to make events succeed.

❑ **d.** We do the best we can, even if we cannot always make the guests happy.

3. What do the words "availability, dependability, and performance" mean?

❑ **a.** Although I do not always like working weekends, it is my job, so I do it.

❑ **b.** If I want a promotion, I say yes to working more hours when needed.

❑ **c.** I serve what a guest wants, however or whenever the guest wants it.

❑ **d.** I arrive on time and work hard, but sometimes my uniform is dirty.

Step 2: Answer the questions. Write your answers in the spaces below.

1. What does "Nothing but the best for our guests!" mean to you?

____

____

2. What does "Take pride in our department" mean to you?

____

____

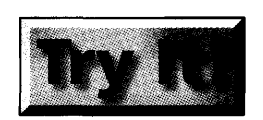
3. Why are availability, dependability, and performance important?

____

____

____

____



Complete these activities. Write your answers to activities 1, 3, and 4 on a separate sheet of paper.

1. Work with a small group of students. Talk about a meeting, banquet, or reception that you went to in a hotel or motel. Discuss these questions:
   - Was the room ready and attractive before the guests arrived?
   - Was the food good?
   - Was the staff polite, and did they give good service?

2. In your small group, discuss jobs you know of that require clean-cut workers. Then write three examples of a clean-cut appearance.

   ____

   ____

   ____

3. The City Garden Hotel is a large tourist and convention hotel, so it has a lot of jobs for "in-house" food-and-beverage service workers. Many smaller hotels and motels use workers from a catering service for large events. Phone or go to a hotel or motel near you. Talk to the food-and-beverage department. Find the answers to these questions:
   - Does the hotel or motel have meeting rooms and/or banquet rooms?
   - What jobs does it have for people with no experience in hotel work?
   - Does it have an "in-house" staff to work during a large meeting, reception, or convention? Does it use a catering service to provide extra workers?

4. Usually full-time and part-time workers receive sick pay and vacation time. On-call workers are not paid for sick days or vacation days, but they have flexibility in their working hours. Answer these questions:
   - Would you like to work full-time, part-time, or on call? Why?
   - What can an on-call hotel worker do if she or he wants to work full-time or part-time?

Notes

____

____

____

____

Unit 6
THE MANAGER WILL BE RIGHT WITH YOU



Look at the picture. Study the body language of the people. What do you think they are saying? Then read the words in the box. Underline the words you know.

Words to Know

bag
communication skills
complaint
delay
hospitality worker
office
plane
satisfaction

(to) assist
(to) be right with someone
(to) bet
(to) complain
(to) deal with
(to) demand
(to) discuss
(to) handle
(to) hang up (the phone)
(to) happen
(to) miss
(to) resolve
(to) return
(to) settle
(to) show up
(to) step into

afraid
angry
mad
upset

immediately
right now

I'm positive . . .
I sure hope so!
Thank you for waiting.
They'd better . . .
Wow!

Listen and Speak

Step 1: Listen as your teacher reads the conversation.

Caller: This is Mr. Smith in room 222. I have a complaint. I called forty minutes ago, and no one has picked up our bags. I'm afraid we'll miss our plane.

Paul: I'm sorry for the delay, Mr. Smith. I'll call the bell desk right now. I'm positive they'll have someone up there right away.

Caller: Well, I sure hope so! They'd better!

Paul: [*calling the bell desk*] There's an upset guest in 222. He's waiting for a luggage pickup.

William: Nobody showed up? OK, I'll take care of it myself.

Paul: Thanks, William. [*hangs up the phone*] Thank you for waiting, sir.

Guest: My name is Ron Jones, and I'm a VIP guest. I demand to speak to the manager immediately!

Paul: Can I assist you in any way, Mr. Jones?

Guest: Yes, you can call the manager right now!

Paul: Certainly, Mr. Jones. I'll call her right away. [*leaves and returns*] The manager will be right with you, Mr. Jones.

Ms. Shishima: Good afternoon, Mr. Jones. My name is Janet Shishima. I'm the guest services manager. Is there a problem?

Guest: You bet there's a problem, and I want it settled now!

Ms. Shishima: Let's step into my office to discuss this. I'm sure, Mr. Jones, that we can resolve it to your satisfaction. Arturo, please come in for a minute, too.

LATER

Paul: Wow! That guy was mad!

Leah: Yes, sometimes that happens, but Janet's good at handling people.

Paul: I'd like to learn how to do that.

Leah: You will. Good communication skills are important for a hospitality worker. You'll be getting training in what to say and do when a guest complains.

Paul: That's good. I want to learn everything. I want to be a manager one day.

Leah: Well, today you've learned that managers have to deal with angry guests.

Step 2: Read the conversation in a group of four or five students.

Step 3: Answer these questions in your group:

- **Why is Mr. Smith angry?**
- **Why did Ms. Shishima ask Mr. Jones to step into the office?**



Circle *T* if the sentence is true and *F* if it is false.

1. Mr. Smith says his bags were picked up forty minutes ago.	T	F
2. Paul calls the housekeeping department about the luggage pickup for room 222.	T	F
3. William says, "I'll take care of it myself."	T	F
4. Mr. Jones wants to speak to the manager immediately.	T	F
5. Paul says, "The manager is good at handling people."	T	F
6. Ms. Shishima asks Mr. Jones to step into the office to discuss the problem.	T	F
7. Leah says Paul will be getting more training in how to deal with phone calls.	T	F
8. Leah says, "Good communication skills are important for a hospitality worker."	T	F
9. Ms. Shishima says she wants to learn how to handle guest complaints.	T	F
10. Paul wants to be a manager one day.	T	F

Who Says What?

Read the sentences. Write *G* on the line if the guest says it. Write *H* on the line if the hospitality worker says it.

1. _____ "I want this problem settled right now."
2. _____ "I'm sorry for the delay."
3. _____ "I demand to speak to the manager."
4. _____ "Thank you for waiting."
5. _____ "I have a complaint."
6. _____ "The manager will be right with you."
7. _____ "Let's step into the office to discuss it."
8. _____ "No one has picked up our bags."
9. _____ "Can I assist you in any way?"
10. _____ "I'm sure we can resolve this problem."

Build Your Vocabulary

Words to Know

action	**(to) acknowledge**	**(to) make a scene**	**private**
attention	**(to) apologize**	**(to) promise**	**sympathetic**
feelings	**(to) follow up**	**(to) repeat**	**total**
guidelines	**(to) interrupt**		
situation	**(to) invite**	**irate**	**calmly**
tone	**(to) listen**	**pleasant**	**carefully**

Step 1: Read what the guest services manager tells her employees to do when guests complain.

"Today I'm going to talk about handling guest complaints. Remember, if a guest comes to you with a problem, it's your problem. You must take action. You must help resolve the problem. Sometimes guests are right when they complain, and sometimes they're wrong. That's not important. How we treat our guests is important. The information on this sign tells you what to do when a guest complains."

- ***Listen carefully.*** *Give the guest your total attention. Make eye contact and be sympathetic.*
- ***Don't interrupt.*** *Let the guest finish talking.*
- ***Apologize*** *and* ***acknowledge*** *the guest's situation.*
- ***Repeat*** *what the guest says to be sure you understand his or her feelings.*
- ***Speak calmly*** *and use a pleasant tone of voice.*
- ***Say what you'll do*** *to resolve the situation.*
- ***Follow up*** *on what you told the guest you would do. If you promised to do something, do it!*

"If a guest is irate and making a scene, you must invite him or her to a private location to avoid disturbing the other guests. Remember, the guest isn't upset with you as a person. The guest just wants someone to listen to his or her problem."

Step 2: With a partner, study the guidelines for handling guest complaints. Try to list them without looking at the page.

Step 3: With your partner, talk about why each of the guidelines is important.



Put a check mark next to each statement that tells hotel employees how to handle guests' complaints.

______ **1.** Listen carefully to what the guest says.

______ **2.** Say, "Can you speak louder, please?"

______ **3.** Speak calmly.

______ **4.** Interrupt the guest many times.

______ **5.** Say, "I'm sorry, it's not my problem."

______ **6.** Say what you'll do to resolve the situation.

______ **7.** After the guest leaves say, "Thank goodness he's gone."

______ **8.** Follow up on what you told the guest you would do.

______ **9.** Look at the floor and ceiling at all times.

______ **10.** If you promised to do something, do it.

Who Says What?

Step 1: Draw a line to match what the employee says with the guideline for handling a guest complaint.

1. "I'm very sorry you had to wait, Mr. Johnson."

2. "Let me finish talking!"

3. "I'll call the housekeeping department right away."

4. "Did you get your suitcase, Mrs. Green?"

5. "You say no one has delivered your dry cleaning?"

6. "Please tell me what happened. I'm a good listener, and I want to help you solve this problem."

a. Listen carefully.

b. Follow up.

c. Repeat what the guest said.

d. Apologize.

e. Say what action you will take to resolve the situation.

f. Do not interrupt.

Step 2: Look back at "Who Says What?" Which of the six sentences is an example of what an employee *should not* say to a guest? Circle that sentence.

Listen and Speak

Words to Know

compensation	supervisor	(to) cooperate	for a while
cooperation	volume	(to) do something about (it)	I have a feeling that . . .
idea			
inconvenience	(to) appreciate	(to) hate	wide open
noise level	(to) be authorized	(to) keep (it) down	
	(to) be impressed	(to) offer	

Step 1: Listen as your teacher reads the conversations.

Marie: Hello, front desk. This is Marie speaking. How may I help you?
Caller: I hate to complain, but can you do something about the noise in room 307? I can't sleep.
Marie: Certainly, ma'am. I'm sorry for the inconvenience. Thank you for bringing it to our attention. [*hangs up and calls room 307*] Hello. This is Marie at the front desk. There's been a complaint about the noise level. We have to ask you to keep the volume down. We appreciate your cooperation.
Guest: Sure. No problem. [*hangs up*]
Marie: I have a feeling that 307 isn't going to cooperate.
Paul: You can call Security and have them check on it.
Marie: Good idea. I'll do that right now.

LATER

Guest: I'm very upset. I found the door to my room wide open. I know I locked it when I left. I hope nothing was taken. I expect some compensation for this!
Paul: The door to your room was left open? I can understand how upset you must be. I do apologize. However, I'm not authorized to offer any compensation.
Guest: Well, I'd like to talk to your supervisor then.
Paul: Certainly, sir. I'll check to see if she's in. Would you like a complimentary drink at our hotel bar while you wait?
Guest: OK.

LATER

Marie: I'm impressed at how calm you were, Paul. That was good.
Paul: I've been practicing. The training was helpful, too.
Marie: Well, it shows. I hope that was the last irate guest for a while.

Step 2: Read the conversation in a group of four or five students.

Step 3: Discuss these questions with your group:

- **Why did Marie decide to call Security? What would Security do?**
- **Do you think Marie and Paul were polite to the guests? Explain.**



Fill in the blanks with the correct words from the box on page 66. Use the conversations on that page to help you. Then practice the conversations with a partner.

Conversation 1

Caller: Can you do ______________________ about the ______________________ in room 488? I can't sleep.

Worker: Certainly ma'am. Sorry for the inconvenience. Thank you for bringing it to our ______________________.

Conversation 2

Guest: I'm very ______________________. The door to my room was left open. I know I ______________________ it. I expect some ______________________ for this.

Worker: The door to your room was ______________________ open? I can ______________________ how ______________________ you must be. I do ______________________. However, I'm not ______________________ to ______________________ any compensation for this.

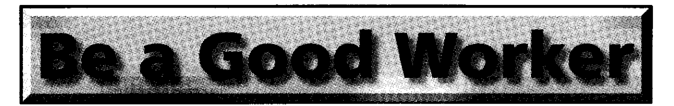
Guest: Well, I'd like to speak to your ______________________.

Worker: ______________________, sir. I'll ______________________ to see if she's in. Would you like a ______________________ drink while you wait?

Finish the Sentences

Draw a line from the beginning of each sentence to the correct ending.

1. Can you do something	**a.** how upset you must be.
2. I can understand	**b.** to your supervisor.
3. Thank you for bringing it	**c.** your cooperation.
4. I'd like to talk	**d.** to offer you any compensation.
5. I'm not authorized	**e.** with how calm you were.
6. We appreciate	**f.** to our attention.
7. I was impressed	**g.** about the noise?



Step 1: Read about how to be polite when enforcing house policies, the rules that the hotel follows.

Sometimes workers have to explain house policies to guests. A good way to do this is to tell guests what they can do. For example, instead of saying, "Don't smoke in here," you can say, "Smoking is permitted outside in the patio area." Be very careful with your choice of words. You should be firm, but always be polite.

Step 2: Look at the sentences below. Put a check mark by the ones that show the polite way to tell a guest about a house policy.

______ **1.** Get those children out of here! They can't use the whirlpool.

______ **2.** The main swimming pool is available for children to use.

______ **3.** We ask that our guests use plastic cups in the pool area. I'll get you some.

______ **4.** You can't take those glasses out by the pool. They could break.

______ **5.** We have to ask you to keep the noise level down. Thank you for your cooperation.

______ **6.** Stop making noise right now! People can't sleep with that racket!

______ **7.** We can help you find a place for your dogs. I'm afraid that our hotel policy does not allow pets.

______ **8.** No pets allowed here!

______ **9.** You've had too much to drink. Go to your room and sleep it off.

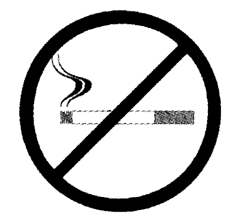
______ **10.** I'm sorry, sir, but we can't give you anything more to drink right now.

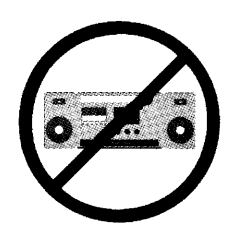
______ **11.** Stop smoking in here! It smells bad anyway.

______ **12.** We have a smoking area just outside the doors.

Step 3: With a partner, role-play polite ways of telling guests about house policies.









Unscramble the words. The words are listed, unscrambled, in the box below.

1. elistn ____________________

2. rinprutte ____________________

3. lanedh ____________________

4. tiacon ____________________

5. revsoel ____________________

6. cidsuss ____________________

Find-a-Word Puzzle

Find the unscrambled words and the words from the box below somewhere in the puzzle. Circle the words you find. They may be horizontal, vertical or diagonal. The words may be upside down or backward. Can you find them all?

action	**complaint**	**interrupt**	**settle**
angry	**complimentary**	**irate**	**upset**
apologize	**cooperation**	**listen**	**VIP**
attention	**demand**	**mad**	**volume**
calm	**discuss**	**noise**	**wow**
communication	**handle**	**resolve**	
compensation	**immediately**	**satisfaction**	

I	W	N	B	E	L	M	Y	T	N	I	A	L	P	M	O	C
N	N	O	I	T	A	C	I	N	U	M	M	O	C	I	S	O
T	C	I	W	A	N	M	A	D	E	M	A	N	D	M	C	O
E	D	T	F	R	A	J	H	C	B	V	P	U	E	M	N	P
R	S	A	T	I	S	F	A	C	T	I	O	N	V	E	O	E
R	E	S	H	X	O	L	N	A	D	S	L	O	L	D	I	R
U	N	N	U	V	M	Y	D	N	C	E	O	I	O	I	T	A
P	T	E	I	C	O	H	L	G	P	T	G	S	S	A	N	T
T	E	P	T	R	S	L	E	R	W	T	I	E	E	T	E	I
K	S	M	J	S	C	I	U	Y	O	L	Z	O	R	E	T	O
A	P	O	Q	T	I	Z	D	M	R	E	E	K	N	L	T	N
S	U	C	O	M	P	L	I	M	E	N	T	A	R	Y	A	G



Draw a line from what a guest says to what a worker replies.

Guest says:

1. I'm very upset. I called three times, and no one came to fix the air conditioner.
2. Can you do something about the trays in the hall? No one has picked them up.
3. I demand to speak to the manager immediately!
4. My room is dirty! It wasn't cleaned well enough after the last guest.
5. There's a mistake on my bill. I didn't have room service.

Worker replies:

a. Certainly. Thank you for bringing it to our attention. I'll have them picked up.

b. I do apologize. I can understand how upset you must be. I'll call the engineering department right now. Someone should be there to fix it very soon.

c. I'm terribly sorry for the inconvenience. I'll call housekeeping. Would you like another room?

d. I'll check to see if she's in. Would you like a complimentary drink while you wait?

e. Let me check your account, sir, to see where the problem is.

Say It Right

Use a word from the box to complete each sentence.

appreciate	**step into**	**sorry**	**immediately**
check	**apologize**	**resolve**	**understand**

1. I'll ________________ on that for you.
2. I'm terribly ________________.
3. I can ________________ how upset you must be.
4. I really must ________________.
5. I'll have that taken care of ________________.
6. Please ________________ my office.
7. I'm certain that we can ________________ the problem to your satisfaction.
8. We ________________ your cooperation.

Check Your Understanding

Imagine you are a hospitality worker. Circle the letter that shows the best way to finish each sentence.

1. If a guest is angry, you should
- **a.** give the guest your full attention and listen until he or she finishes talking.
- **b.** tell the guest what you think before he or she finishes talking.
- **c.** call the manager right away.

2. If a guest tells you a problem, you should
- **a.** ask a co-worker to help the guest.
- **b.** call the manager right away.
- **c.** help to resolve the problem.

3. If a guest demands to see the manager, you should tell the guest
- **a.** that it is not possible.
- **b.** that you will check to see if the manager is in.
- **c.** that the manager is on vacation.

4. If you have to inform a guest about house policy, you should
- **a.** be very careful with your choice of words.
- **b.** never ask the guest to cooperate.
- **c.** try not to be polite.

Handle a Complaint

Circle the number of each item that shows what a worker should remember when handling a guest complaint.

1. Listen carefully to the guest.
2. Repeat what the guest says.
3. Interrupt the guest.
4. Apologize.
5. Speak in an angry tone of voice.
6. Help other guests first.
7. Tell the guest what you will do to help.
8. Follow up on what you promised to do.
9. Tell the guest to go to another hotel.
10. Invite an irate guest to go to a private location, so he or she will not bother other guests.

Practice Role-Playing

With a partner, practice role-playing how to handle the guest complaints below. One student can be the guest, and one can be the worker.

1. "I called for room service an hour ago. I want my breakfast now!"
2. "My room hasn't been cleaned. It's a mess!"
3. "Someone came to fix my TV, but it still doesn't work. I expect some service!"



Room Number	Guest Complaint	Action Taken
209	Sheets on the bed weren't changed	Called housekeeping
543	Toilet doesn't flush	
600	Room is too small	
321	Room service didn't arrive	
476	Mistake on bill	

Complete the activities below.

1. Look at the log above. Discuss with a group what a hospitality worker should do to help resolve each of the guest complaints. Write your answers on the Complaint Log.

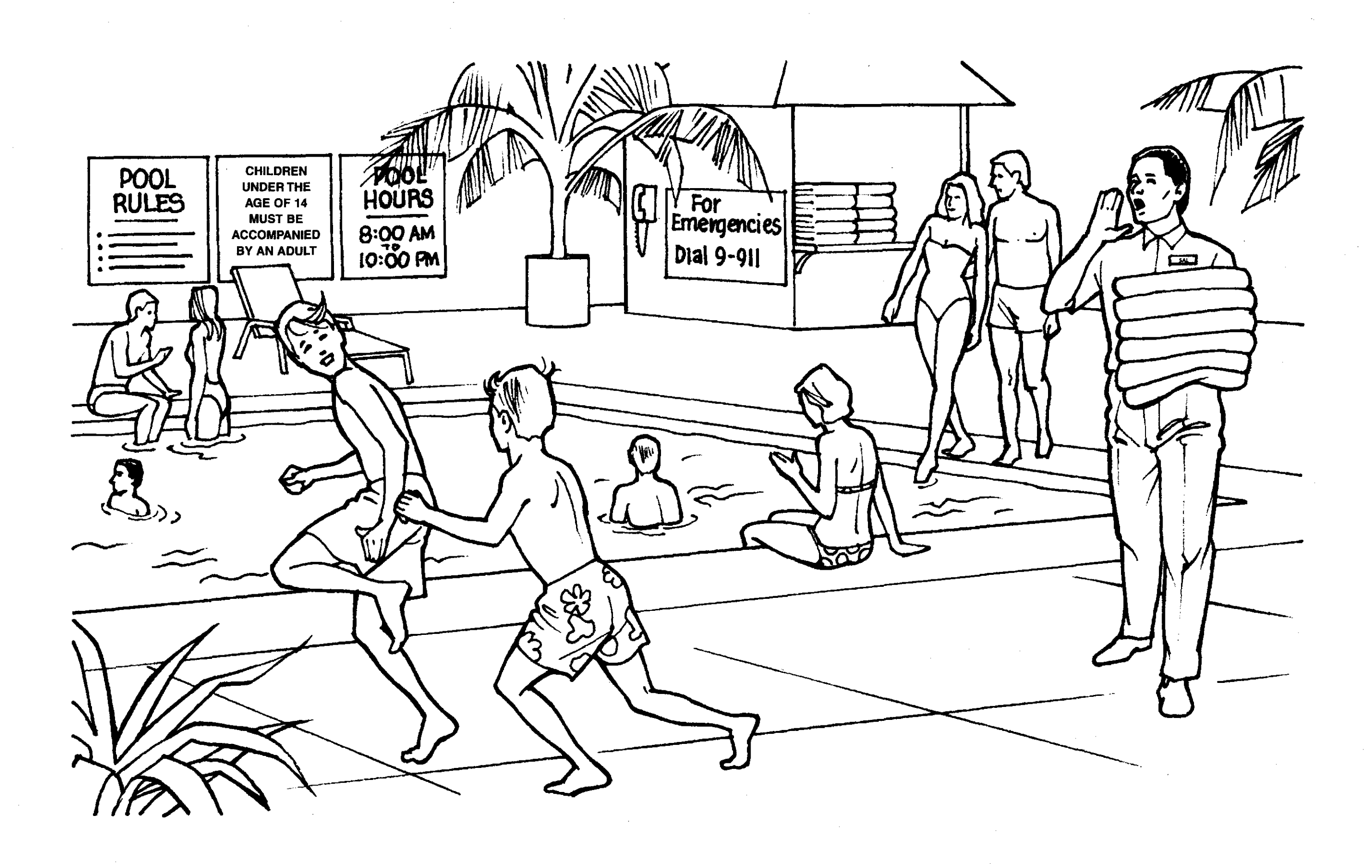
2. Practice role-playing situations that deal with:
   - handling irate guests
   - informing guests about house policy

3. Talk to someone who works with the public. What does he or she do when someone is upset? How does he or she calm the person down?

4. In your opinion, why is it important for a hospitality worker to have good communication skills? Write your answer on a separate sheet of paper.

Notes

Unit 7
Safety First



Look at the picture. What are the guests doing? What do you think the worker is telling the boys who are running? Why does the worker look concerned?

Words to Know

accident	horseplay	(to) bandage	(to) slow down
award	injury	(to) be accompanied	
caution sign	liquid	(to) be allowed	appropriate
CPR	mouth-to-mouth resuscitation	(to) be permitted	broken
diving	puddle	(to) cut	dangerous
emergency	risk	(to) drop	slippery
first-aid kit	safety	(to) fall (fell)	wet
gloves	swimwear	(to) get hurt	Be careful!
ground		(to) save	safety first
hazard		(to) slip	Watch your step!
hero			



Step 1: **Listen as your teacher reads the conversation. Sal and Liz are workers at the City Garden Hotel.**

Sal: Hey children, be careful! Slow down and walk. We don't want any accidents here.

Liz: That's right. We don't want anyone to get hurt. It's safety first at this hotel.

Sal: Uh oh. Someone dropped a glass. [*to guest*] Watch your step, ma'am! There's broken glass on the ground. That's dangerous. We'll need a broom.

Liz: Oh, there's a puddle of liquid here, too. That's another safety hazard.

Sal: We'll need a caution sign. It's wet and slippery. Someone could slip and fall.

Liz: [*picking up broken glass*] Now look what I did. I cut my hand. Do we have a first-aid kit?

Sal: Yes, we have one. I'll put on my gloves and then bandage your hand.

Guest: [*yelling*] Help! My son fell into the pool. I can't see him.

Sal: [*to Liz*] Call 9-911. I'll check it out. I may need to use mouth-to-mouth resuscitation or CPR.

LATER

Guest: I don't know how to thank you. You saved my son. You're a hero!

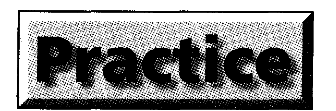
Sal: The hotel sent me to first-aid classes just to prepare for this type of emergency.

Guest: I'm going to write to your supervisor. You deserve a special award.

Step 2: **In a group of three students, read the conversation. Then read the pool rules below.**

Pool Rules

1. *No lifeguard on duty. All persons using the pool do so at their own risk. The management is not responsible for injuries or accidents.*
2. *Children under 14 must be accompanied by an adult.*
3. *No running, horseplay, or loud noise.*
4. *No glass allowed in pool area.*
5. *No diving permitted.*
6. *No animals allowed in pool area.*
7. *Appropriate swimwear required.*
8. *In case of emergency, dial 9-911.*



Look at the Pool Rules sign on page 74. Next to each sentence below, write the number of the pool rule that goes with the sentence.

______ **1.** A nine-year-old child is in the pool alone.

______ **2.** A woman is drinking soda out of a glass.

______ **3.** Some children are throwing their friends into the pool.

______ **4.** A guest has a dog with him.

______ **5.** A man is going to dive into the pool.

______ **6.** A teenager is running after his friend.

______ **7.** A young woman is playing very loud music on a radio.

______ **8.** A young woman hits her head on the bottom of the swimming pool. She is bleeding.

______ **9.** A man brings a glass of water into the pool area.

______ **10.** A boy is playing with a pet turtle next to the pool.

Talk to the Guests

What response might a worker make to each of the situations above? Write the number of a sentence above next to each response below. Some of the responses below are correct for more than one situation above. The first one is done for you.

__*5*__ **a.** I'm sorry sir, but diving into the pool is not permitted.

______ **b.** Please slow down and walk. We don't want anyone to slip and fall.

______ **c.** I'm sorry to have to tell you, but no pets are allowed in the pool area.

______ **d.** We have to keep the noise level down. Could you please lower the volume on the radio?

______ **e.** Hey, children! No horseplay around the pool. We don't want any accidents.

______ **f.** May I bring you a plastic glass to use? No glass is allowed here.

______ **g.** I'm sorry. Because your parents aren't here, you need to get out of the pool. I have some magazines here for you to read.

______ **h.** Somebody, please call 9-911!

Build Your Vocabulary

Words to Know

condition	procedures	(to) follow	sanitary
Evacuation Plan	representatives	(to) practice	seriously
fire alarm	Safety Committee	(to) report	unblocked
fire drill	smoke	(to) respond	unlocked
fire exit	value	(to) review	
fire extinguisher	well-being	(to) share	Keep up the good work.
health			
operation	(to) be prevented	hazardous	
prevention	(to) crawl	safe	

Step 1: Read what Mr. Ellis, the general manager, says to the staff members at the safety committee meeting:

"Thank you, department representatives, for your reports. At the City Garden Hotel, we place a high value on the health and well-being of our associates.We believe that job safety and accident prevention are part of our everyday operation. Everyone must follow safe work procedures. Accidents *can* be prevented. The job of this committee is to share information to help everyone work safely. Here is a safety checklist to take back to your departments. Thank you for coming and keep up the good work."

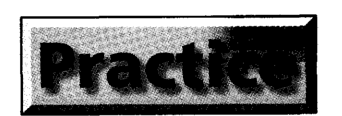
Safety Checklist

- ❑ *Do you report hazardous conditions to your supervisor immediately?*
- ❑ *Do you keep work areas clean, clear, neat, and sanitary?*
- ❑ *Do you know about the hotel's Evacuation Plan for major emergencies?*
- ❑ *Will you use stairways and not elevators in case of a fire?*
- ❑ *Will you stay near the ground and crawl to the exit if there is smoke in a room?*
- ❑ *Have you practiced what to do in case of a fire? Do you have staff fire drills?*
- ❑ *Do you know where all the fire alarms, fire exits, and fire extinguishers are?*
- ❑ *Do you know how to use a fire extinguisher to put out small fires?*
- ❑ *Do you keep hotel fire exits unlocked and unblocked?*
- ❑ *Do you treat all emergency calls for help from guests seriously? Do you respond to their calls immediately?*

Step 2: With a partner, look at the Safety Checklist. Put a check mark next to the items you know about.

Step 3: In a small group, discuss these questions:

- **Why are job safety and accident prevention important?**
- **Which three items on the checklist do you think are the most important? Why?**



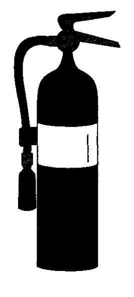
Step 1: Circle *T* if the sentence is true and *F* if it is false.

1.	At the safety committee meeting, department representatives give reports.	T	F
2.	The job of the safety committee is to stop job safety.	T	F
3.	Mr. Ellis says, "Accidents can be prevented."	T	F
4.	In case of fire, use an elevator and not a stairway.	T	F
5.	If there is smoke in a room, always stand up and walk out.	T	F
6.	It is OK to keep a fire exit blocked sometimes.	T	F
7.	A hotel should have an Evacuation Plan for major emergencies.	T	F
8.	Workers do not need to practice what to do in case of a fire.	T	F
9.	Use a fire extinguisher to put out a large fire.	T	F
10.	Treat all emergency calls from guests seriously.	T	F

Step 2: Draw a line from the first part of the sentence to the last part.

1. Always report hazardous conditions
2. Stay near the ground and crawl to an exit
3. Respond to all emergency calls
4. In case of fire, use stairways
5. Keep fire exits
6. Learn how to use
7. Keep work areas
8. Always follow

a. a fire extinguisher.
b. if there is smoke in the room.
c. from guests immediately.
d. unlocked and unblocked.
e. to your supervisor.
f. clean, clear, neat, and sanitary.
g. safe work procedures.
h. and not elevators.










Words to Know

businesswoman	**measures**	**video camera**	**automatic**
buzzer	**parking lot**	**walkie-talkie**	**bright**
closed-circuit television	**peephole**		**electronic**
concern	**perimeter door**	**(to) be concerned**	**plain-clothes**
dead-bolt lock	**personnel**	**(to) convince**	**utmost**
door viewer	**public area**	**(to) monitor**	
hallways	**security chain**	**(to) operate**	**around the clock**
importance	**self-locking door**	**(to) page**	**Tell me more.**
lighting	**smoke alarm**	**(to) patrol**	**You're in good hands.**
	sprinkler system	**(to) protect**	

Listen as your teacher reads the conversation. Then read it in a small group.

Leah: Good afternoon. How may I help you?

Woman: I'd like to know what security measures you take to protect guests.

Leah: Guest safety and security are of the utmost importance to us. Let me page the head of our security department, Mr. Rosenberg, to talk to you.

Woman: Are the ones with the walkie-talkies the security personnel?

Leah: Yes. We have security personnel on duty twenty-four hours a day. They patrol all guest areas. We have plain-clothes security, too.

Mr. Rosenberg: Hello. What can I do for you?

Woman: Hi. As a businesswoman traveling alone, I'm concerned about security.

Mr. Rosenberg: I can understand your concern. We operate a closed-circuit television system that we monitor around the clock. We have video cameras in all of our public areas. Our hallways and parking lots have bright lighting. After 10:00 P.M., all perimeter doors are locked from the outside. Then everyone must enter through the main entrance.

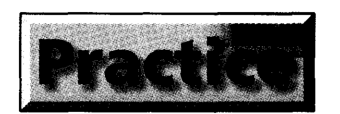
Woman: Sounds good. What about room security? Do you use card keys?

Mr. Rosenberg: Yes. They're safer than regular keys. We rekey a room for each new guest. Every room has a deadbolt lock, a security chain, and a door viewer, or peephole. Also, the doors are self-locking doors.

Woman: Tell me more. What about fire safety?

Leah: All of the rooms have electronic smoke alarms with both buzzers and flashing lights. The hotel also has an automatic sprinkler system.

Woman: Well, you've convinced me. I'd like to reserve a room, please.



Step 1: Write a word from the box under the correct picture below.

bright lighting	dead-bolt lock	fire extinguisher	smoke alarm
card key	door viewer (peephole)	security worker	walkie-talkie
closed-circuit television			

1. ____________________

2. ____________________

3. ____________________

4. ____________________

5. ____________________

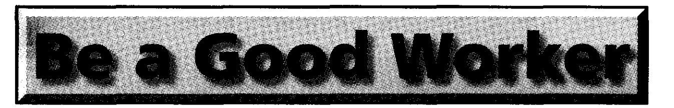
6. ____________________

7. ____________________

8. ____________________

9. ____________________

Step 2: Circle the pictures above that show the security and safety measures at the City Garden Hotel.



Step 1: Read the safety information below. Good workers know about safety. They know that the safety of both the guests and the workers is important.

As a houseman, Sal has to lift mattresses and furniture. He knows that back injuries are some of the most common workplace injuries. A cassette told him the proper way to lift heavy objects.

Lift with the large muscles in your legs, not the muscles in your back.

Always bend at the knee when lifting.

Keep your body straight.

Keep your back straight.

Susan is a housekeeper. She must be very careful as she cleans the rooms. She follows the hotel's safety rules when she is at work.

Safety Rules

- *Always report broken furniture or equipment to your supervisor.*
- *When cleaning a wastebasket, empty the contents onto a sheet of newspaper first.*
- *Don't reach your hand into the wastebasket. You could get cut.*

Step 2: Write your answers to the questions below.

1. What is the correct way to lift a heavy object? ______________________________

____

2. What is the correct way to clean a wastebasket? ______________________________

____



Use the words in the box to complete the sentences below. Then write the answers in the puzzle.

accidents	**emergency**	**locks**
back	**exits**	**pool**
careful	**fire**	**safety**
caution	**kit**	**watch**

Across

1. Today there is a meeting of the ________________ committee.

4. ________________ can be prevented.

6. Learn how to use a ________________ extinguisher.

8. All the doors have dead-bolt ________________.

10. Be ________________. We do not want you to get hurt.

12. Put up a ________________ sign. The floor is wet.

Down

2. Keep the fire ________________ unlocked and unblocked.

3. ________________ your step. There is broken glass on the ground.

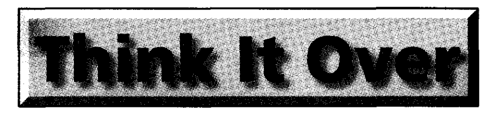
5. In case of ________________, dial 9-911.

7. No diving into the ________________.

9. Keep your ________________ straight when you lift a heavy box.

11. Get a bandage from the first-aid ________________.

1 2 3 4 5 6 7 8 9 10 11 12



Step 1: Read the story about the City Garden Hotel's Evacuation Plan.

The City Garden Hotel believes in safety first. The hotel has an Evacuation Plan to get the guests and employees out of the hotel in case of a major fire or another emergency. The workers also are prepared for individual injuries. They learn first-aid procedures. They stay calm, and they do not panic. If an accident does happen, they know what to do. One important step they must always take when someone gets hurt is to fill out an accident report form.

Step 2: Study the Accident Report form below. Then complete the form for the following accident: Joe Green, bellhop, was in the employee cafeteria when he slipped and fell on the wet floor. He twisted his ankle. (Make up any information you do not have.)

City Garden Hotel Accident Report		
Submit this form within 24 hours of the accident.		
1. Name of injured employee	2. Date of birth	3. Sex
4. Job title	5. Length of time on job	
6. Date of accident/injury	7. Time of accident/injury	
8. Where did the accident happen?		
9. How did the accident happen?		
10. Part of the body injured	11. Type of injury	
12. First-aid procedures used		
13. Name of witness	14. Address	15. Telephone number
16. Signature of employee		17. Date
18. Form completed by		19. Date

Check Your Understanding

Step 1: Circle the letter of the correct answer.

1. A guest cuts her hand.
   a. You call 9-911.
   b. You put on gloves and then put a bandage on the cut.
   c. You tell her to look for the first-aid kit.

2. There is a puddle of water on the floor.
   a. You put up a caution sign.
   b. You tell the manager.
   c. You walk away.

3. The hallway is filled with smoke.
   a. You look for the fire extinguisher.
   b. You stand up and run.
   c. You stay near the ground and crawl to the exit.

4. You hear the fire alarm. You want to go to the lobby.
   a. You take the elevator.
   b. You use the stairs.
   c. You climb out the window.

5. A child is in the pool, and no adult is with him.
   a. You leave him there.
   b. You ask him to get out of the pool and help him to find his parents.
   c. You buy him a soda.

6. You notice a hazardous work condition.
   a. You report it to your supervisor immediately.
   b. You call 9-911.
   c. You do not tell anyone.

Step 2: Imagine you are an employee at City Garden Hotel. Read the sentences. Then write your response on the lines. If you need help, you can find the answer in this unit.

1. You are a lobby porter. There is broken glass on the ground. What do you say to the guests? ______________________________

2. You are a pool attendant. Children are running next to the pool. What do you tell them?
____

3. You are a banquet worker. There is some liquid on the floor. What do you say to your co-worker? ______________________________

4. You are a housekeeper. You want to tell your supervisor that a chair is broken in one of the rooms you cleaned. What do you say? ______________________________

5. You are a houseman. You have to tell a new worker the correct way to lift a heavy box. What do you say to him? ______________________________



Complete 1 and 2 with a partner. Then do activity 3, 4, or 5 on your own.

1. Think about an accident that could have happened at a hotel. Write the details on a piece of paper. Using the Accident Report form on page 82, ask your partner questions about the accident and write down the information. Then trade roles.

2. Use an empty box to practice the proper way to lift a heavy object. Take turns telling your partner the steps to follow so you will not hurt your back.

3. Go to a local hotel or motel. Ask a guest services worker about the security measures that he or she follows to protect guests.

4. Learn about first aid. Get a book from the library or bookstore, or take a first-aid class. What you find out could save a life.

5. Learn how to use a fire extinguisher. After you learn, tell a classmate or family member the steps to follow.

Notes

Unit 8
LITTLE THINGS MEAN A LOT



Read the words in the box. Underline the words you know. Then look at the picture of the two workers. What do you think they are talking about?

Words to Know

chute
detail
houseperson
mattress
responsibility
schedule
system
variety
wing (of a building)

(to) attend to (something)
(to) get (something) ready
(to) move
(to) move back
(to) please
(to) shampoo
(to) turn (something) over

behind-the-scenes
east
heavy
sparkling
smoothly

little by little
on a rotation
That's true.
What do you mean . . . ?



Step 1: **Listen as your teacher reads the conversation. Gerardo is a houseperson, or houseman. Susan is a housekeeper, or maid. Housemen and maids often work together to keep a hotel sparkling clean.**

Gerardo: Hi. Today Aram and I are working in the east wing of this floor. Will you work on the other wings until we finish?

Susan: Sure. What are you going to do?

Gerardo: We'll move all the furniture, clean under it, and shampoo the carpet. We'll turn mattresses over and wash the walls. Then we'll move everything back where it was.

Susan: Hmm, you'll clean the room completely. How often do you do each room?

Gerardo: We clean about two rooms a day on a rotation.

Susan: What do you mean, "on a rotation"?

Gerardo: Our teams do all of the rooms in the hotel little by little. Each room gets a heavy cleaning about every three months.

Susan: Oh. You follow a schedule.

Gerardo: Yes, and when we finish a room, the housekeeping assistant tells you to get the room ready for guests.

Susan: Everything seems to have a system in this hotel.

Gerardo: Yes, that's true. I think most hotels have systems to operate smoothly. That's because we have to please the guests. Guests like things clean, so we take care of the details. You know, little things mean a lot.

Susan: They sure do. You have other responsibilities too, don't you?

Gerardo: Oh, yes, we have a variety of behind-the-scenes jobs. We help the housekeepers by dropping dirty linens from the rooms into the laundry chute and dumping trash from your carts. We pick up room-service trays from the halls. Some housepersons attend to the pool or fitness center, too.

Susan: You're very busy. Well, see you later. I've got a lot of details to take care of myself.

Step 2: **Read the dialogue with a partner.**

Step 3: **Discuss these questions with your partner:**

- **Would you like to be a houseperson? Explain your answer.**
- **Is it easy for you to remember to take care of details? Do you like detail work?**



Day	Team	Room	Completed	Problem?	Handling
Wednesday	#1 Carol/Clint	671	9:15	broken chair	took to Engineering with work order. Pick up at 4:00P.M.
	#2 Gerardo/Aran	307	9:00		
	#3 Oscar/Glenn	8 9	10:30		

Step 1: Circle *T* if the statement is true and *F* if it is false.

1. Today Aram and Susan will work together in the east wing. T F
2. Heavy cleaning includes turning the mattress over and moving the bed. T F
3. Susan will start working in the other wings of the floor. T F
4. The hotel has a rotation system for heavy cleaning. T F
5. The housepersons do many cleaning and helping jobs in the hotel. T F
6. Bell persons attend to the fitness center or pool. T F

Step 2: Draw lines from the job title to the jobs the person does.

1. The housekeepers (everyday cleaning)
2. The housemen (heavy cleaning)

a. change the sheets

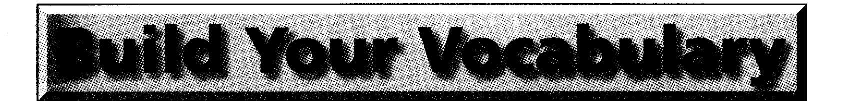
b. turn over the mattress

c. shampoo the carpet

d. empty the trash from the room

e. empty the trash from the linen cart

f. clean the sink



Words to Know

accountant	seamstress	(to) count	monthly
count	tally sheet	(to) furnish	standard
inventory		(to) tally	thorough
par	(to) add		
repairs	(to) balance	careful	We'll do our best.
	(to) be short	day shift	

Step 1: **Derek, the executive housekeeper, is having a meeting with the day-shift housepersons. Listen as your teacher reads the conversation.**

Derek: It's detail time, time to take our monthly linen inventory. I must give the accountant our count. If it's short, she knows we need linen. The numbers have to balance, so I want you to do a thorough and careful job.

Aram: OK, Derek.

Derek: Count all the sheets, towels, washcloths, and bath mats on all the carts to be sure there's one par in the linen room. Yes, Pamela. Do you have a question?

Pamela: What is a par?

Derek: Good question. A par is the standard amount of linen needed to furnish all the rooms in the hotel. This hotel operates on a four-par system. That means that at all times we have one par in the rooms. We have one par in the laundry or with the seamstress for repairs. We have one par in the chute because it just came out of the rooms. Also, we should have one par here in the linen room.

Pamela: Oh, I see.

Derek: When you take inventory, please count each item on the cart. Tally it on this tally sheet. I'll add it up. I think you two will make a good team. You're both careful and detailed people.

Aram: We'll do our best.

Step 2: **Work with a small group. Read the conversation aloud.**

Step 3: **Discuss these questions:**

- **What is the purpose of this inventory?**
- **Why is the detail work of taking inventory necessary?**



Step 1: **Use words from the conversation on page 88 to fill in the blanks below.**

Derek: It's ____________________ time, time to take our monthly ____________________ ____________________. I must give the ____________________ our count. If it's ____________________, she knows we need linen. The numbers have to ____________________, so I want you to do a ____________________ and careful job.

Aram: OK, Derek.

Derek: Count all the sheets, towels, ____________________, and bath mats on all the ____________________ to be sure there's one par in the linen room. Yes, Pamela. Do you have a question?

Pamela: What is a ____________________?

Derek: Good ____________________. A par is the standard amount of linen needed to ____________________ all the rooms in the hotel. This ____________________ operates on a four-par system. That means that at all times we have one par in the ____________________. We have one par in the ____________________ or with the ____________________ for repairs. We have one par in the ____________________ because it just came out of the rooms. Also, we ____________________ have one par here in the linen room.

Pamela: Oh, I see.

Derek: When you take inventory, please ____________________ each ____________________ on the cart.____________________ it on this tally sheet. I'll add it up. I think you two will make a good ____________________. You're both ____________________ and ____________________ people.

Aram: We'll do our best.

Step 2: **Work with your class. Discuss the meaning of each word in a blank.**

Listen and Speak

Step 1: **Listen as your teacher reads the conversation. Pamela, Tony, and Salima are talking in the employee cafeteria at break time.**

Words to Know

ashes
badge
bedcovers
cafeteria
career
cigarette butt
duty
hotel management
litter
porter
refrigerator
rollaway bed
swing shift

(to) be worth
(to) pamper
(to) study

both
guest-pampering
turn-down

Tony: Hi. I see from your badge that you're a houseperson. Do you like it?

Pamela: Oh, yes. It's always different. I work swing shift, so my job is to stock the linen carts for the housekeepers. Last night I also delivered a rollaway bed and a small refrigerator to guest rooms. It's interesting work. What do you do here?

Tony: I'm a lobby porter. It's a great job for a student.

Pamela: What does a lobby porter do?

Tony: My job is to keep our big lobby as clean as possible.

Pamela: That sounds easy.

Tony: Actually, it keeps me very busy. I have to empty ashtrays all the time and pick up any litter I see. If there's a convention in the hotel, that can mean a lot of ashes, cigarette butts, and litter.

Pamela: Do you have other duties?

Tony: Yes, many details. I put paper and pens out by the public phones. I have lots of picking up to do during Happy Hour. I help the guests, too. What do you do, Salima?

Salima: I'm a turn-down housekeeper. If a guest leaves the room in the evening, I turn down the bedcovers and put a piece of candy on the pillow. I also see if guests need fresh towels or anything.

Pamela: So, you provide guest-pampering details, don't you?

Salima: Yes, I do, and I like it a lot. It's a good job for now. I'm studying hotel management in college. I hope to make a career in the hotel business.

Tony: I do too. I'm also studying hotel management.

Pamela: Well, good luck to you both. I'm sure you do a good job.

Tony: I believe that if a job is worth doing, it's worth doing well! See you later.

Step 2: **Read the conversation with two other students. Then discuss these questions:**

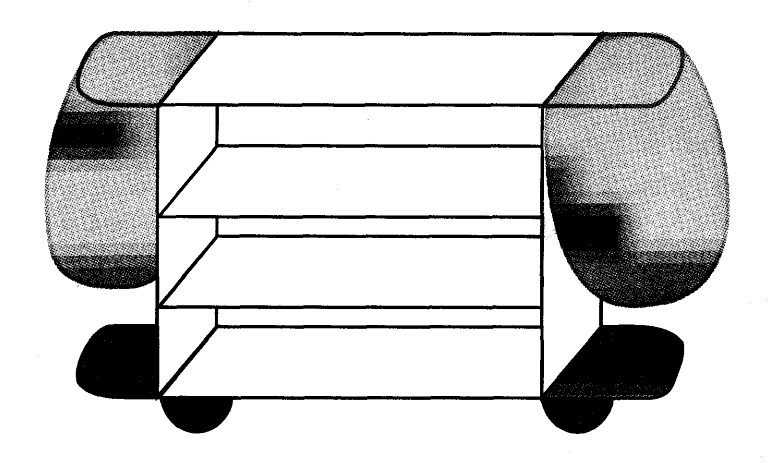
- **Do you think these jobs are good jobs for students? Why?**
- **What do you think Pamela means by "guest-pampering details"?**



Step 1: The words on the left start a sentence. The words on the right end a sentence. Draw lines to match each sentence starter with the correct ending.

1. I deliver
2. I put a piece of candy
3. I empty
4. I stock
5. I turn down
6. I pick up

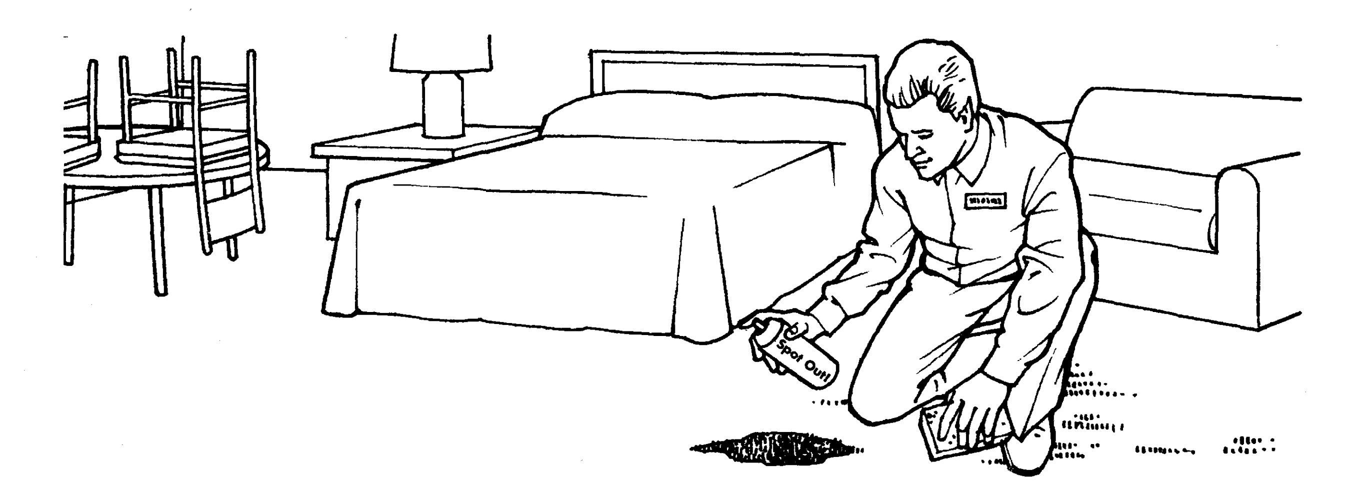
a. the bedcovers.
b. rollaway beds.
c. ashtrays.
d. on the pillow.
e. any litter I see.
f. the linen carts for the day housekeepers.



Circle *T* if the statement is true and *F* if it is false.

1. Pamela, Tony, and Salima are on break.	**T**	**F**
2. They are working the day shift.	**T**	**F**
3. One of Pamela's jobs is to deliver rollaway beds.	**T**	**F**
4. One of Tony's jobs is to keep litter in the lobby.	**T**	**F**
5. Pamela thinks her job is interesting.	**T**	**F**
6. Salima's job is to pamper the guests.	**T**	**F**
7. Salima wants to make a career in the hotel business.	**T**	**F**
8. Tony wants to be a teacher when he finishes school.	**T**	**F**
9. Tony and Salima study the same subject in college.	**T**	**F**
10. Tony says, "If a job is worth doing, it's worth doing well."	**T**	**F**

Be a Good Worker



Details are an important part of any job. A good worker pays attention to details and takes care of them. Read each item below. Then write about the work that you need to do. The first item is done for you.

1. You are a houseperson. There is one dark spot on the carpet. What do you do?
   I clean the carpet and remove the spot.
2. You are a housekeeper. There is a hair in the sink. What do you do?
   ____
3. You are a houseperson. There is one more cart to count for the inventory. What do you do?
   ____
4. You are a lobby porter. There is one cigarette butt in the ashtray. What do you do?
   ____
5. You are a turn-down housekeeper. There is a used towel in the bathroom. What do you do?
   ____
6. You are a hotel or motel hospitality worker. A guest drops a candy wrapper on the floor. What do you do?
   ____

Remember: Bosses like workers who can direct themselves to do good work. A good worker can see what needs to be done and then can do it completely and well.



Unscramble the words below. The words are from Words to Know boxes in this unit.

1. lstdeai ______________________
2. nouct ______________________
3. vyeah ______________________
4. uchet ______________________
5. yancd ______________________
6. arp ______________________

Find-a-Word Puzzle

ashtrays	**houseperson**	**lobby porter**	**seamstress**
candy	**inventory**	**mattress**	**study**
chute	**laundry**	**pampering**	**tally**
count	**linen**	**par**	**team**
details	**litter**	**provide**	**things**
heavy	**little by little**	**refrigerator**	**turn down**

Find the unscrambled words and the words from the box above somewhere in the puzzle below. The words may be horizontal, vertical, or diagonal. They may be backward. Can you find them all?

S	E	A	M	S	T	R	E	S	S	J	W	O	H	R	A	P
S	C	B	S	G	O	R	G	P	R	O	V	I	D	E	C	S
E	A	N	R	H	I	E	B	N	V	C	S	Y	S	F	O	S
N	N	W	E	R	T	T	Y	A	I	H	H	L	T	R	U	E
I	D	O	T	N	E	R	Z	L	E	R	I	U	M	I	N	R
L	Y	D	T	U	M	O	A	A	L	A	E	C	T	G	T	T
N	E	N	I	L	Y	P	V	Y	T	A	K	P	Q	E	K	T
A	C	R	L	D	I	Y	L	E	S	W	T	C	M	R	A	A
E	F	U	U	X	F	B	D	P	Y	R	D	N	U	A	L	M
L	I	T	T	L	E	B	Y	L	I	T	T	L	E	T	P	D
C	S	K	A	S	N	O	S	R	E	P	E	S	U	O	H	X
S	G	N	I	H	T	L	I	N	V	E	N	T	O	R	Y	E



Guests may not see behind-the-scenes workers such as housekeepers, house persons, lobby porters, or turn-down housekeepers. These workers do not provide direct guest service, but their jobs are to serve the guests.

Step 1: Read each task that a worker does. After each item, write the correct purpose: for guest-pampering, for smooth operation, or for cleanliness. Use each answer three times. The first one is done for you.

1. Sometimes house persons and housekeepers work together.
   for smooth operation
2. The housekeeper cleans the bathroom completely.
   ____
3. The inventory goes to the accountant to see if the hotel needs linen.
   ____
4. The lobby porter is constantly emptying ashtrays.
   ____
5. The turn-down housekeeper puts candy on the pillow.
   ____
6. Each room gets a complete cleaning every three months.
   ____
7. Most hotels have a system for heavy cleaning.
   ____
8. If the guest needs a hair dryer, a house person brings it.
   ____
9. When the guests come back in the evening, the sheets are turned down.
   ____

Step 2: Put a check mark next to the words that tell what a good hospitality worker does.

A good worker:

______ smiles at guests and co-workers
______ picks up litter
______ takes care of details
______ leaves ashes in the ashtray
______ helps co-workers
______ doesn't change the sheets
______ smokes on the job
______ takes inventory carefully

Check Your Understanding

Read the question. Circle the best answer.

1. How do behind-the-scenes workers help guests?
   a. by keeping guest areas clean and by keeping the hotel operating smoothly
   b. by saying, "Hello"
   c. by studying hotel management

2. How does taking inventory help a hotel to operate smoothly?
   a. by giving the worker counting practice
   b. by giving the worker cooperation practice
   c. by giving the accountant information about what the hotel needs to buy

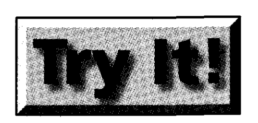
3. Which actions pamper guests?
   a. giving the room a heavy cleaning on a rotation
   b. putting candy on the pillow and turning down the bedcovers
   c. emptying ashtrays and wastebaskets

Who Takes Care of the Details?

Answer the questions. Write the letter of the correct answer on the line. You may use the same answer twice.

1. I stock the linen cart for the housekeeper. Who am I? ______
2. I get the bed ready for sleep. Who am I? ______
3. I clean the guest rooms every day. Who am I? ______
4. I put paper and pens by the public phones in the lobby. Who am I? ______
5. I give the carpets a thorough shampooing. Who am I? ______
6. I put candy on the guest's pillow. Who am I? ______

a. housekeeper
b. houseperson
c. turn-down housekeeper
d. lobby porter



Complete four of the following five activities. Write on the lines below or on another sheet of paper.

1. What does "If it's worth doing, it's worth doing well" mean to you? Write a paragraph to explain your answer.

2. Work with a small group. Think about the rotation system for heavy cleaning of rooms. It is a system that hotels and motels use to operate smoothly. Laws and other rules are examples of systems, too. There are probably some systems in place for smooth operation of your household or classroom. Discuss the questions below in your group. Then write your answers.
   - What systems do you have in your classroom?
   - What systems do you have in your household?
   - What systems do you know about in your community?

Discuss these questions with a partner.

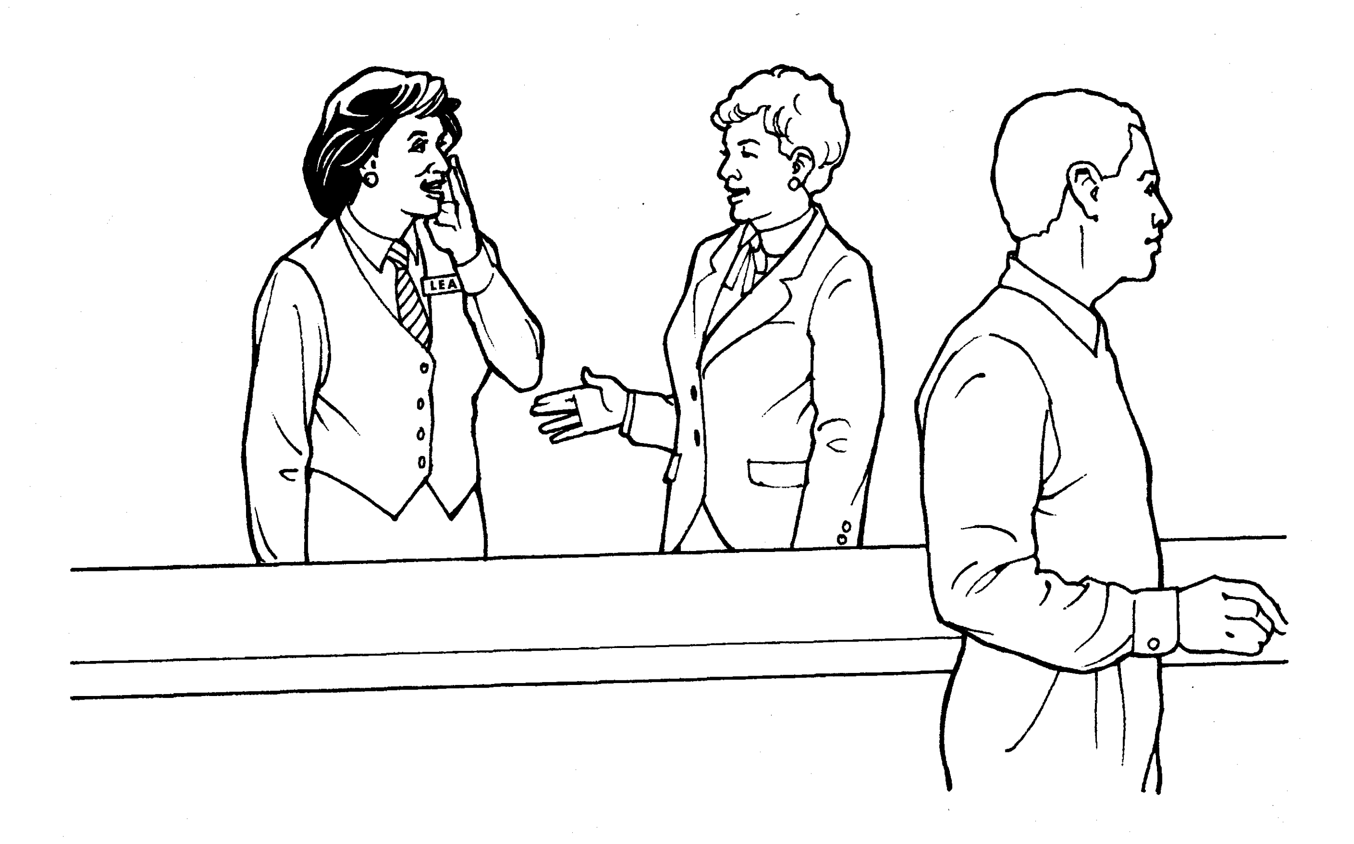
3. Some people are very good at attending to details. A person who takes care of details is sometimes called a "detail person." Are you a detail person? Give examples to support your answer. Is anyone you know a detail person?

4. Many jobs require tallying or taking a tally. Work with a partner to think of at least five jobs that require tallying.

5. The hospitality industry provides many situations for employees to work together as a team. Answer the questions below about teamwork.
   - Do you have experience working in this way?
   - Do you like to work with others in this way?
   - Do you think this is an efficient way to work?

Notes

Unit 9
CAN YOU PULL A DOUBLE SHIFT?



Read the words in the box. Underline the words you know. Then look at the picture. Who are the people in the picture? What do you think they might be saying?

Words to Know

coverage
flu
news
orientation
position
promotion

(to) be in charge
(to) clock out

(to) cover (for someone)
(to) pull a shift
(to) relieve (someone)
(to) relocate
(to) take a nap

acting
huge
permanent
senior
valid

effective immediately
either

career move
corporate office
double shift
in a way
in line (for a promotion)
lateral transfer
major market
wee hours



Step 1: **Listen as your teacher reads the conversations that Leah has with Janet, the guest services manager, and Paul.**

Janet: Leah, I'm relocating to our New York hotel, and this is my last week. You're the senior person here, so I'd like you to be the acting manager until someone is hired.

Leah: What wonderful news for you! Is this a promotion?

Janet: Well, in a way. It's a lateral transfer, but New York is a major market. I'll have more responsibility. It's a good career move for me. Now, can you be the acting manager?

Leah: Yes, I'll do it, but I don't think I'll apply for the permanent position.

Janet: Leah, you're in line for a promotion, and I hope you'll be the new department manager. Anyway, effective immediately, you're in charge. Now I have to go to the corporate office for orientation. If you have any questions or problems, page me. Also let's have lunch on Tuesday, OK?

Leah: Great! I'm very happy for you, Janet. I'll see you for lunch on Tuesday.

LATER

Leah: [*to Paul*] Arturo just called. He has the flu and can't work. Our on-call workers can't work either. We've got a huge convention coming in, so can you pull a double shift tonight?

Paul: I'm sorry to hear about Arturo. He certainly has a good reason to miss work. What do you need me to do?

Leah: I need you to work a double shift. When you finish your shift tonight, I'd like you to stay and work another shift to cover for Arturo. We have to cover the front desk and take care of the guests.

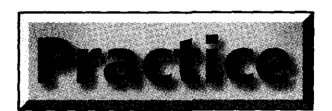
Paul: Sure, Leah. I'll be glad to stay.

Leah: Thanks, Paul. If it gets slow in the wee hours and there's a vacant room, you can take a nap. You and Rita can relieve each other for breaks. One more thing. In the morning after your second shift, be sure to clock out. Sometimes that's hard to remember.

Step 2: **Read the conversations with a partner.**

Step 3: **Discuss these questions:**

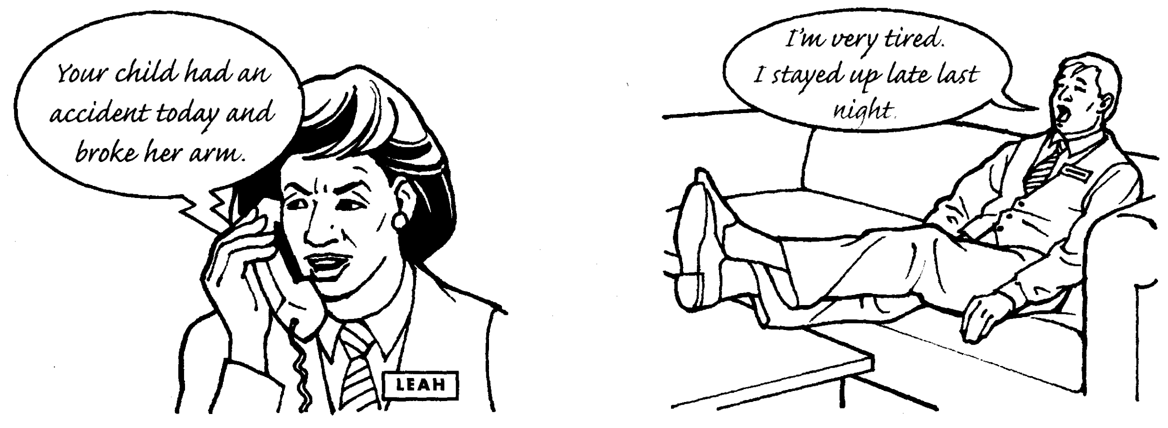
- **Why is it a good career move for Janet to relocate to New York?**
- **Why do you think Leah might not apply for the permanent manager position?**
- **Do you think it is OK for Arturo to miss work? Why?**
- **When do you think it is OK to miss work?**



Step 1: Read each sentence. Check *Yes* if the sentence is true and *No* if it is false.

1. Janet offered Leah a lateral transfer. **Yes** _____ **No** _____
2. Leah will be acting manager. **Yes** _____ **No** _____
3. Janet went to London. **Yes** _____ **No** _____
4. Paul has an emergency. **Yes** _____ **No** _____
5. Paul will cover for Arturo. **Yes** _____ **No** _____
6. Paul and Rita will cover the front desk. **Yes** _____ **No** _____
7. Cover the front desk means put linens on it. **Yes** _____ **No** _____

Step 2: Circle the picture that shows a real emergency, a good reason to miss work.



Step 3: Read the sentences. Put a check mark in the box next to the sentences that show good reasons for missing work.

❑ **1.** You are very sick and have to go to the hospital.
❑ **2.** Your sister is getting married. You ask for the day off two weeks before the wedding.
❑ **3.** You want to take the test to get your driver's license.
❑ **4.** You want to pick up your cousin at the airport. You give your boss two weeks' notice.
❑ **5.** You fell down and hurt your ankle. The doctor says you should not walk.
❑ **6.** You need to go to the telephone company to pay your bill.
❑ **7.** Your baby is sick and has a fever.
❑ **8.** You're depressed. You would rather stay home and read a book.
❑ **9.** You want to go to the doctor for your annual checkup.
❑ **10.** You have a fever.

Build Your Vocabulary

Words to Know

agent	(to) relax	grumpy
benefits	(to) start	tiring
needs	(to) unwind	
notice		A.M. (before noon)
paperwork	flexible	P.M. (after noon)
traveling	gratifying	

Paul is a guest services agent at the City Garden Hotel. He knows that a hospitality worker's schedule must be flexible. The guests' needs always come first. Read what Paul says. Then answer the questions below.

"I like to work swing shift. I usually start at 3:00 P.M. and finish at 11:00 P.M. Guests are checking in at that time. They feel good that they have arrived here after traveling. Sometimes they are grumpy, but I help them register quickly. Then they can relax and unwind in their rooms. This is a busy shift, but it's my favorite time to work.



"Sometimes I work the day shift. It starts at 7:00 A.M. and ends at 3:00 P.M. This shift is also busy because I help guests who are checking out.

"Sometimes I have to work a double shift. After I work a swing shift, I also work the night shift, from 11:00 P.M. to 7:00 A.M. This is when we do paperwork. A double shift is OK. I work this shift to help out when there's a problem. I wouldn't want to do it every day, though. It's too tiring. I'm flexible about my schedule. If I need to take time off, I give my supervisor at least two weeks notice. I want to keep my full-time job. Full-time workers get full benefits, and benefits are good things to have."

Answer the questions about Paul's job.

1. Which is Paul's favorite shift? Why? ______________________________

____

2. Which shift do you think is best? Why? ______________________________

____



Step 1: Read the story about Paul's work schedule.

Paul's Schedule

Monday – Off
Tuesday – Off
Wednesday – 3:00 P.M. to 11:00 P.M.
Thursday – 1:00 P.M. to 11:00 P.M.
Friday – 7:00 P.M. to 3:00 P.M.
Saturday – 3:00 P.M. to 11:00 P.M. &
11:00 P.M. to 7:00 A.M.
Sunday – 3:00 P.M. to 11:00 P.M.

On Monday and Tuesday, Paul has his days off. These are quiet days at the hotel. He almost always works on weekends, busy days, and holidays. On Wednesday, Paul works swing shift. It's an eight-hour shift. On Thursday, Paul comes in two hours early to help out. He works a ten-hour shift. Paul works the day shift on Friday. It's an eight-hour shift. On Saturday, Paul pulls a double shift. It's a sixteen-hour day for him. On Sunday, Paul works his favorite shift, the swing shift. He works a fifty-hour week this week. So he gets ten hours of overtime pay.

Step 2: Circle *T* if the statement is true and *F* if it is false.

1. Paul's favorite shift is the night shift. **T F**

2. Paul works swing shift on Friday. **T F**

3. Paul's days off are on slow business days. **T F**

4. Paul works one double shift this week. **T F**

5. Paul comes in early for his shift on two days this week. **T F**

6. Paul gets paid overtime when he works over forty hours. **T F**



Words to Know

abilities	**trade-off**	**(to) transfer**	
full-timer	**workload**	**(to) upgrade**	**career ladder**
leader			**in demand**
off-season	**(to) celebrate**	**crowded**	**time off**
plenty	**(to) climb**	**demanding**	
property	**(to) get ahead**	**discount**	
shopping	**(to) run errands**	**truly**	

Step 1: It is Tuesday. Leah and Janet are having lunch. Listen as your teacher reads the conversation.

Leah: I'm glad about your new job. But I'll miss you. You're a fine supervisor.

Janet: I'll miss you, too, Leah. However, you're an excellent leader yourself. You should apply for my position. When you climb the career ladder, the pay is better.

Leah: Janet, I'm a single parent. I don't have enough time with my children now.

Janet: I understand. Most of us in resort hotels work weekends and holidays. Sometimes we come in early or stay late. In this business, we all have to say, "Yes, I can," if we want to get ahead. Truly, though, the work isn't much more demanding for managers than for our associates. We just have more responsibility.

Leah: I do love this business. The trade-offs are the benefits full-timers receive.

Janet: Yes, we get plenty of time off, if it's in the off-season or on quiet days.

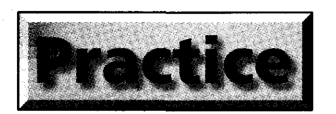
Leah: You're right about that. When we travel, we stay at hotel properties for free or at a discount rate. My children loved Hawaii last year. Also, I enjoy shopping or running errands when stores aren't crowded. And my family always celebrates birthdays and other special days, even if the party is on a different day from the event.

Janet: Well, those benefits will stay the same if you take my job. If you upgrade your abilities and make yourself more in demand, you can transfer and take your children anywhere in the world to live. And you'll have more pay, too.

Leah: I didn't realize that the workload is almost the same. Maybe I'll think again about applying.

Step 2: Read the conversation with another student. Then discuss these questions:

- **What do you think Leah means by "trade-off"?**
- **Do you think that Leah should apply for manager? Why? Why not?**



Use words from the conversation on page 102 to fill in the blanks below.

1. Janet wants Leah to apply for her ______________________.
2. Hotel workers who want to get ahead must say, "______________________ ______________________ ______________________."
3. The ______________________ are the ______________________ full-timers receive.
4. Hotel workers can ______________________ to live anywhere the hotel has properties.
5. Many hospitality workers on vacation stay at hotel properties for ______________________.
6. Leah enjoys ______________________ and ______________________ ______________________ when stores are not crowded.
7. Leah's family ______________________ birthdays and other special days, even if the ______________________ is on a ______________________ day from the event.

Consider the Trade-offs

Write the statement in the "Positive" column of the chart if it would be good for your way of life. Write it in the "Negative" column if it would not be good.

a. flexible schedule
b. good pay
c. work weekends and holidays
d. possible transfer to resort
e. time off in the off-season
f. full-timers and part-timers get full benefits
g. can live in different places
h. possible change of way of life

Positive	Negative
______________________	______________________
______________________	______________________
______________________	______________________
______________________	______________________
______________________	______________________
______________________	______________________

Be a Good Worker

Step 1: **It is important for a [illegible] to plan ahead and give the manager notice of special scheduling needs. Practice these sentences with a partner:**

Worker: I have a big family reunion in two months. Can you please schedule me off for that weekend?
Manager: Of course. Thanks for the notice.

Worker: My baby is sick, and I have to take him to the doctor tomorrow morning. Nobody else can take him. Can I get time off?
Manager: I'll try to get an on-call associate to cover for you. I'll do my best to find someone, or maybe we can work shorthanded. I'll let you know shortly.

Worker: My daughter will receive an award at an Honors Banquet at school next Thursday night. I'd like to attend.
Manager: I can schedule you for the day shift next Thursday. Would that help?

Step 2: **Giving enough notice is very important for scheduling. Workers should give a supervisor plenty of notice or schedule appointments for a day off. Does the worker give enough notice in the examples below? Write "enough notice" or "not enough notice" in the space after each item.**

1. Today is Thursday. Starting tomorrow, Remy wants a four-day weekend to attend a workshop. This is ______________________________.
2. Jo's daughter is getting married the month after next. She asks for the week off. This is ______________________________.
3. Karen wants to attend the hotel convention on the East Coast. It's a three-day convention next week. This is ______________________________.
4. Rick's mother is getting a haircut tomorrow. He wants to take her to the salon. This is ______________________________.
5. Marty's grandfather died. The funeral is the day after tomorrow. This is ______________________________.

Have Some Fun!

A.M.	notice	reason	schedule
benefits	OK	promotion	shift
best	P.M.	property	transfer
			valid

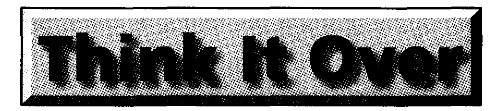
Use the words from the box to complete the sentences below. Then place the answers in the puzzle.

Across

2. Leah might get a ___________ to manager.
5. The ___________ workers get promotions.
6. We call hours after noon ___________.
8. Hotel workers have a flexible ___________.
10. Janet got a lateral ___________.
11. Sometimes workers have to work a double ___________.

Down

1. We call hours after midnight ___________.
2. Full-time workers can transfer to another ___________.
3. ___________ means "good."
4. Workers who need time off work must give the manager enough ___________.
5. Many big hotels and motels give good ___________ to workers.
7. Workers should not miss work unless they have a valid ___________.
9. Employees need a ___________ reason to be out.



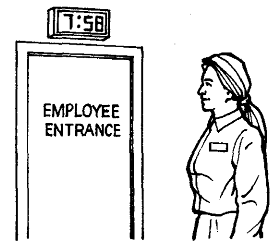
Read each story. Then complete the exercise that follows.

Use the Time Clock

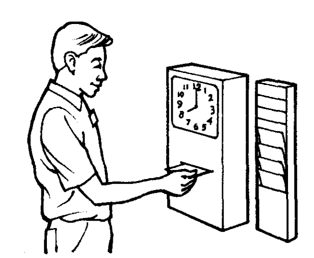
Time clocks keep track of everybody's working time. They usually can be found near a hotel's employee entrance. Hourly workers must "clock in" when starting a shift and "clock out" when finishing a shift. The accountant uses the information from the time clock to pay employees for each pay period.

Circle the picture below that shows the worker clocking in.

1.



2.



Understand Pay Periods

A worker should keep track of the time he or she works. One way to keep track of time and make sure your paychecks are correct is to save all check stubs. Another way is to keep a calendar. Businesses have a "pay period" with a "cut-off day" for each paycheck. A worker should make sure the hours worked per pay period are correct on the check stub.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
12 *Al 7-3 P.M.*	13 *Al 5-1 P.M.*	14 *Al 5-3 P.M.*	15 *Sally 10-2 P.M.*	16 *Sally 10-2 P.M.*	17 *Yung-Ae 3-11 P.M.* *Sally 10-2 P.M.* *5-9 P.M.*	18 *Yung-Ae 3-11 P.M.* *Sally 10-2 P.M.* *Cut-Off Day*
19 *Yung-Ae 1-11 P.M.* *Al 7-3 P.M.*	20 *Al 5-1 P.M.*	21 *Al 5-1 P.M.*	22 *Sally 10-2 P.M.*	23 *Sally 10-2 P.M.*	24 *Yung-Ae 3-11 P.M.* *Sally 10-2 P.M.* *Pay Day*	25 *Yung-Ae 3-11 P.M.* *Sally 10-2 P.M.*

Pay Period Ending 3-18

Yung-Ae Cho - 16 hours

Answer the questions.

1. Look at Yung-Ae's check stub. How many hours is she paid for? When did she work those hours? ______

2. Look at the schedule. How many shifts did Al work during the pay period? How many total hours did he work? ______

3. How many hours did Sally work before the cut-off day?

______

Check Your Understanding

Step 1: **Sometimes a worker has to talk to his or her manager about a problem with a paycheck. Rita is sure that she was underpaid for the last pay period. Read the conversation below. Then practice it with a partner.**

Rita: I know I worked forty-eight hours in the last pay period. I worked a double shift on Friday night, but I didn't get my regular pay or my overtime pay.

Leah: Well, your time card says that you didn't work on Friday. That's why the accountant didn't pay you.

Rita: But I definitely pulled a double on Friday. You asked me to work over, remember?

Leah: Actually, I do remember that you stayed late. But your time card doesn't show that you worked.

Rita: Oh, maybe I forgot to use the time clock. What should I do? We both know that I worked.

Leah: Clocking in and out proves how many hours you worked. It tells the time that you began and ended your shift. I have to talk to the accountant. I'll see what I can do for you about this.

Step 2: **Yung-Ae is confused about why her first paycheck is so small. With a partner, read Herman and Yung-Ae's conversation.**

Yung-Ae: I don't understand, Herman. I worked twenty-six hours here last weekend, but I only got paid for sixteen hours! Here are the shifts that I worked.

Herman: That's because our cut-off day is Saturday. You worked sixteen hours during the weekend before Sunday. You get paid for the time you worked before the cut-off day.

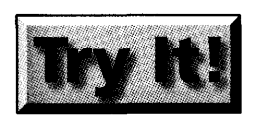
Yung-Ae: Oh, I get it. That means that next payday I'll get paid for the other ten hours, right?

Herman: Right. You're lucky, too. In this state, you'll get time and a half for working over eight hours a day.

My Work Schedule
Friday - 3 P.M.–11 P.M.
Saturday - 3 P.M.–11 P.M.
Sunday - 1 P.M.–11 P.M.
26 hours

Step 3: **Work with a partner to answer the questions below. Write your answers on a separate sheet of paper.**

- **Why is it important to clock in and out at work?**
- **What is a pay period? A cut-off day?**



Complete three of the activities below.

1. Work with a small group of students to talk about hotel industry jobs. Discuss these questions:
   - Would you prefer to work full-time, part-time, or on call? Why?
   - Which shift would be better for you—day shift, swing shift, or night shift? Why?
   - Have you ever worked a double shift? Do you think you would like to?
   - How do you feel about a flexible work schedule?
   - Do you think that benefits such as good pay, health insurance, hotel stays, and transfers to many places are a good trade-off for working on the hotel's busy days and working extra hours?

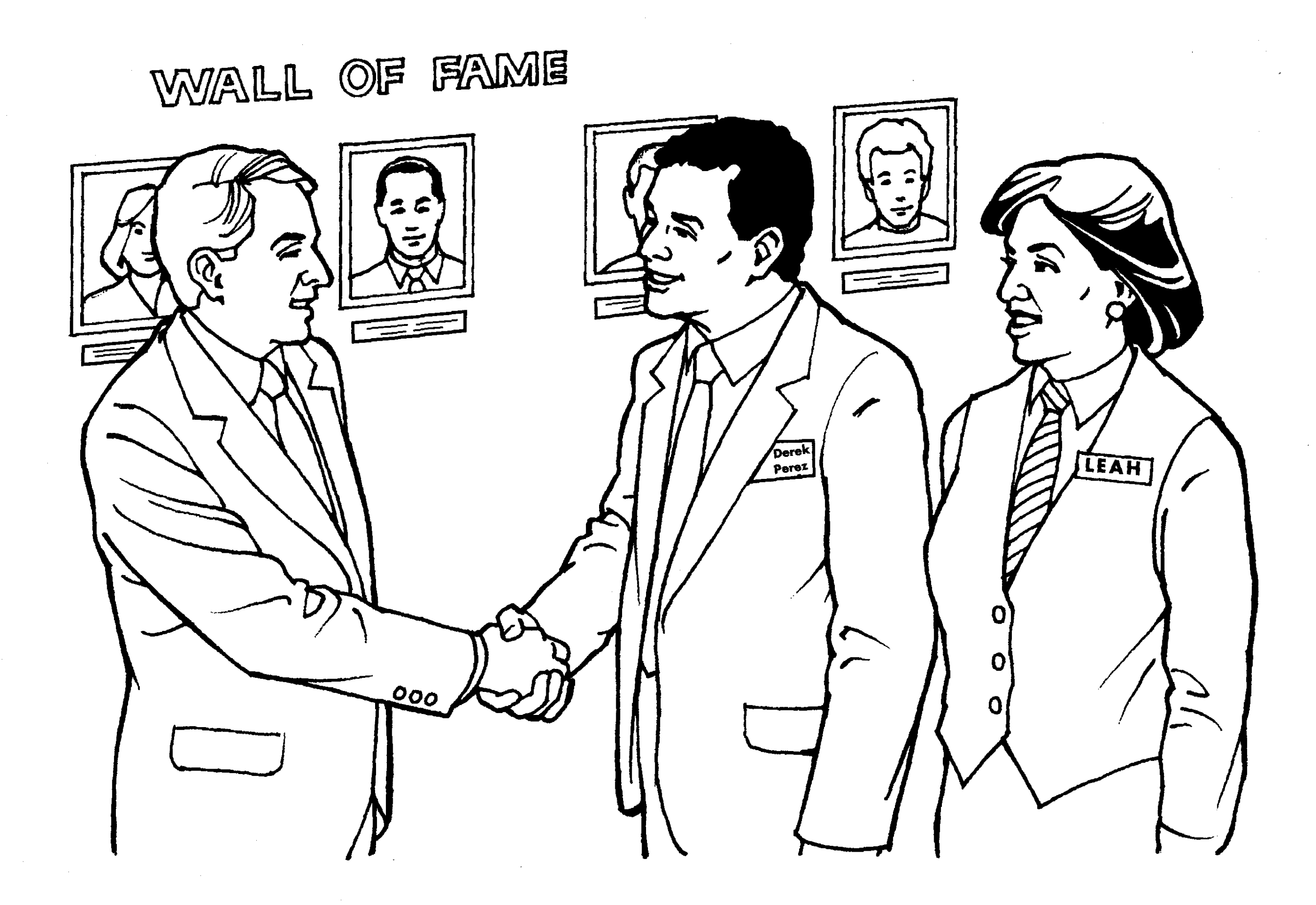
2. Work with a partner. Make a list of valid reasons for taking time off work. You and your partner must agree that the reasons are valid. Present your list of reasons to the class.

3. Write a note to your supervisor. Ask for a day off in the future. Give the reasons that you need the day off. Remember, you should use a valid reason to take time off.

4. Businesses must pay overtime for more than forty hours of work per week. In some states in the United States, businesses must pay overtime for more than eight hours per day. Find out the pay policies in the state where you live.

Notes

Unit 10
A New Manager



Look at the picture. Where are the people? Why do you think they are smiling? Why are there employee photos on the wall? What words from the box below can you use to describe what is happening in the picture?

Words to Know

accounting	night audit	team building	(to) hire
assignment	progress	technique	(to) keep in touch
corporation	replacement		
faith	reprimanding	(to) be a natural	dedicated
firing	scheduling	(to) be promoted	outstanding
hiring	staff morale	(to) benefit	
interpersonal skills	success	(to) buy in	delegating authority
interview	supervising	(to) congratulate	for now
management team	support		



Step 1: Listen as your teacher reads the conversation.

Mr. Ellis: I want to congratulate you both on your promotions and thank you for your dedicated service to the City Garden. Derek, I wish you success as general manager of our San Diego property. You'll do a great job for the corporation.

Derek: Thank you, sir, for your support. I've learned a lot here. I'll be sure to keep in touch. I've got to hurry now to make my plane. Good bye. [*leaves*]

Mr. Ellis: Leah, congratulations on being promoted to guest services manager.

Leah: Thank you, Mr. Ellis. I'm looking forward to my new responsibilities.

Mr. Ellis: Your first assignment will be to join the interview committee to hire your replacement for the front desk. We'll hire an on-call worker for now.

Leah: I do know what makes an outstanding front desk employee.

Mr. Ellis: Good. You have excellent interpersonal skills. Your new responsibilities include supervising the reservations clerks, and the night audit accountant. You'll be getting training in our procedures for accounting. You can pick up techniques for scheduling and supervising staff as you go along.

Leah: I know I'll enjoy upgrading my skills and learning more.

Mr. Ellis: One skill you'll learn is delegating authority. That means you won't do everything yourself. You'll assign work to others and check on their progress.

Leah: I should pick that up easily. I like working with people. I'm a people person.

Mr. Ellis: Yes. You're a natural. I know you'll keep staff morale high. As a manager, the most important skill you need is team building with the associates in your department. If you work on team building, you won't need to spend much time on reprimanding or firing of personnel. Your staff will buy in to your goals and will want to do their best.

Leah: Thank you for having faith in my abilities.

Mr. Ellis: You're welcome. I know our management team will benefit from your experience.

Step 2: Read the conversation with a partner.

Step 3: With your partner, answer this question: Why is team building an important skill for a manager to have?



Step 1: Write *T* in the space if the sentence is true. Write *F* if the sentence is false.

_____ **1.** Mr. Ellis congratulates Derek and Leah on their promotions.

_____ **2.** Leah tells Mr. Ellis she is unhappy about her new responsibilities.

_____ **3.** Leah will be on the interview committee to hire her replacement.

_____ **4.** Mr. Ellis tells Leah that she needs training on her interpersonal skills.

_____ **5.** Leah will get training about the front desk at the corporate offices.

_____ **6.** Leah says that she'll enjoy upgrading her skills and learning more.

_____ **7.** Mr. Ellis says that Leah needs to learn delegating authority.

_____ **8.** Delegating authority means that a manager does everything.

_____ **9.** Mr. Ellis thinks Leah will help keep the staff morale high.

_____ **10.** Reprimanding an employee is part of team building.

Step 2: Work with a partner. Draw a line from what the manager says on the left to the management skill on the right.

1. "You'll be working the swing shift next week."

2. "You'll be handling the VIP Guest Program. I'll check to see how you're doing."

3. "Welcome to our team. You'll start tomorrow."

4. "I'm sorry, but we have to let you go. You can turn in your uniform today."

5. "You must improve your attendance if you want to keep your job."

6. "It's very busy, so Marie will have to register guests until Arturo gets here."

7. "At our next department meeting, we'll be sharing our ideas about working together."

a. delegating authority

b. supervising staff

c. scheduling

d. team building

e. hiring

f. reprimanding

g. firing

Build Your Vocabulary

Words to Know

background	(to) shake hands	off the top of my head
	(to) solve	one way or the other
(to) be good at (something)		within (a period of time)
(to) call (by a name)	efficient	
(to) calm (someone) down	hard-working	
(to) interview	outgoing	

Step 1: Listen as your teacher reads the conversation about Fyodor, who is interviewing for a job as a front desk clerk.

Maria: Thank you for telling us about your background, Fyodor.

Fyodor: You're welcome. Please call me Fred. Everyone calls me that.

Don: Certainly. Tell us, Fred, why are you interested in this position?

Fyodor: I like to help people and make them comfortable. Where I worked before, I gave good, friendly service to my customers. I am efficient, outgoing, and hardworking. I love challenges. I think I would be a good guest services agent and enjoy it, too.

Leah: Those are good qualities for this business. Now for another question. What would you do if a guest got very angry because the room he wanted wasn't available at that time of night?

Fyodor: May I have a moment to think about my answer?

Leah: Of course, take your time.

Fyodor: Thank you. This is a difficult question. Well, off the top of my head, I would try to calm the guest down and solve his problem. I'd say I was sorry about the situation, and I understood why he was angry. Then I'd say we would try to give him the room he wanted the next day. Of course, I'd follow hotel policy.

Maria: That's a good answer. Thank you so much for coming in today, Fred. We enjoyed talking to you. You'll hear from us within a week, one way or the other.

Fyodor: Thank you. I appreciate the opportunity to interview here.

Maria: [*shaking hands with Fred*] Good-bye.

Fyodor: [*smiling at Maria and Leah as he shakes hands with them*] Good-bye.

Step 2: Read the conversation in a group of four students.



Personal Evaluation Form

Applicant *Fyodor Nevski* Evaluator *Leah Johnson*

Rank applicant on scale of 1, unsatisfactory, to 10, outstanding.

• Poise: 1 2 3 4 5 6 7 8 (9) 10 • Grooming: 1 2 3 4 5 6 7 8 9 (10) • Comments: *Entered room smiling. Warm personality. Excellent candidate. Hire if application checks out.*	• Appearance of written application: (messy) 1 2 3 4 5 6 7 (8) 9 10 (neat) • Verbal Expression: (speaks clearly) 1 2 3 4 5 6 7 (8) 9 10 (speaks politely) 1 2 3 4 5 6 7 8 9 (10) • Overall Score: *9*

Step 1: Read the Personal Evaluation Form above. Then circle the letter(s) of the best answer(s) below. There may be more than one correct answer.

1. Why does Fyodor want the interviewers to call him Fred?

a. Fred is a nice name.

b. Everyone calls him Fred.

c. He thinks Fred may be easier to pronounce and remember than Fyodor.

2. Why is Fred interested in the desk clerk job?

a. He is outgoing and likes to meet people.

b. He is an efficient and hard worker.

c. He really needs and wants this job.

3. Why does Fred need a minute to think before he answers Leah's question?

a. He wants to smoke a cigarette.

b. It's a difficult question, and he needs time to prepare a good answer.

c. He wants to organize his thoughts to give a full answer.

4. Leah wants to hire Fred because

a. he enters the room with a smile and has good people skills.

b. he has nice teeth and previous hotel experience.

c. he is polite, speaks clearly, and has a firm handshake.

Step 2: If you were an interviewer, would you hire Fred? Do you agree with Leah's evaluation of Fred? Explain your answers in writing.

____

____

____



Words to Know

attitude	**morale**	**(to) admire**	**consistent**
dependability	**performance**	**(to) advance**	
fame	**probation**	**(to) be evaluated**	**Good for you!**
grade	**rating**	**(to) earn**	

Step 1: Listen as your teacher reads the conversation between Fred and Leah in the human resources department. Fred is waiting to do paperwork for his new job and is looking at pictures on the Wall of Fame.

Leah: Well, Fred. Welcome to our guest services team! I want to tell you that when you walked into the interview smiling, I knew you'd be right for our hotel.

Fred: Thank you. I'm very happy to be on the team. I was just admiring these Outstanding Service Awards. I hope to earn one myself someday.

Leah: Good for you! I'll tell you that Sal from housekeeping, our latest winner, got this award not because he saved a child's life but because he followed all our procedures. He performed his job duties perfectly, and he has good morale. Any associate can earn one. Come to my office when you finish with your paperwork, will you?

Fred: Of course, I'll see you later.

LATER

Leah: I understand that you want to be a full-timer and advance in our industry. I want to help you do that, so I'll explain our on-call rating system.

Fred: Good. Thanks. I want to know how I'll be evaluated.

Leah: Everyone is judged on "ADP"—availability, dependability, and performance. Every on-call associate starts with a "B" grade. Depending on your ADP, you can go up to "A," remain at "B," or go down to "C." I'll tell you what your rating is every month. After the ninety-day probation period, it's the people with consistent "As" who get full- or part-time status and then promotions, transfers, and so on.

Fred: I want to work. I hope you'll call me often. I'll be available. I'll try hard to be prompt and dependable and to perform well, too.

Leah: You've got a positive attitude, Fred. I just know you'll be a success here. Once again, welcome aboard.

Step 2: Read the dialogue with a partner.

Step 3: Discuss these questions in a small group:

- **Why did Sal receive the Outstanding Service Award?**
- **Does the A, B, C evaluation system seem fair to you? Explain.**



Use words from the box to fill in the blanks below.

advance	**followed**	**Outstanding Service Awards**	**rating system**
associate	**full-timer**	**perfectly**	**right**
availability	**good**	**performance**	**smiling**
consistent	**help**	**performed**	**status**
dependability	**hotel**	**positive attitude**	**success**
earn	**know**	**procedures**	**team**
evaluated	**on-call**	**promotions**	**transfers**

1. Leah welcomes Fred to the Guest Services ______________. When he walked into the interview ______________, she knew he would be ______________ for their ______________.
2. Fred was admiring the ______________ ______________ ______________ on the Wall of Fame.
3. Sal received his award because he ______________ hotel ______________. He ______________ his job duties ______________. Any ______________ can ______________ one.
4. Leah encourages Fred by saying, "______________ for you!"
5. Leah understands that Fred wants to be a ______________ and to ______________.
6. Leah wants to ______________ him, so she explains the on-call ______________ ______________.
7. Fred needs to ______________ how he will be ______________, so Leah explains ADP.
8. ADP means ______________, ______________ and ______________. Every ______________ associate starts with a "B" grade.
9. Leah tells Fred that it is the people with ______________ "A"s who get full or part-time ______________, and after that, ______________, ______________, and so on.
10. Leah says that Fred has a ______________ ______________ and she knows he will be a ______________.

Be a Good Worker

Step 1: Read the following statements about the Outstanding Service Award winner.

An Outstanding Employee:

- *has a "can do" attitude and "goes the extra mile" for guests*
- *is available and dependable, and performs job duties well without direct supervision*
- *is a good team member and is cooperative and easy to work with*
- *can be depended upon to arrive at work on time, have a good attendance record, and take breaks as scheduled*
- *is polite, courteous, and helpful, and gets along well with guests, co-workers, and supervisors*
- *leaves personal issues at home and doesn't spend working time on nonbusiness matters*

Step 2: Put a check mark next to the statements that tell what a good hospitality worker does.

1. ______ has a good attitude

2. ______ smiles at guests

3. ______ works as part of a team

4. ______ never does his or her best

5. ______ is prompt

6. ______ makes eye contact with others

7. ______ cannot work scheduled hours

8. ______ knows safety and security procedures

9. ______ breaks the rules

10. ______ is dependable and hardworking

11. ______ is available to work whenever asked

12. ______ leaves personal business at home

13. ______ has a good attendance record

14. ______ is not flexible

15. ______ apologizes to guests if necessary

16. ______ does not spend work time on nonwork matters

17. ______ is polite to guests and associates

18. ______ takes lots of breaks

19. ______ performs job duties well

20. ______ produces good-quality work



Find the words from the box below in the puzzle below. Circle the words you find. They may be horizontal, vertical, or even backward.

accounting	**delegating**	**outstanding**	**solve**
attitude	**earn**	**polite**	**team building**
award	**hire**	**positive**	**techniques**
congratulate	**input**	**promoted**	
consistent	**management**	**rating**	
dedicated	**morale**	**smile**	

Find-a-Word Puzzle

A	T	T	I	T	U	D	E	T	A	C	I	D	E	D
C	E	E	K	Y	R	N	P	O	S	I	T	I	V	E
N	N	A	C	C	O	U	N	T	I	N	G	D	L	L
R	C	M	T	H	B	W	I	H	T	L	N	P	O	E
A	O	B	F	A	N	D	P	N	A	V	I	R	S	G
E	U	U	C	R	U	I	E	O	P	E	D	O	M	A
L	R	I	P	A	Q	T	Q	R	L	R	N	M	I	T
A	A	L	Y	T	S	U	C	U	A	I	A	O	L	I
R	G	D	O	I	W	E	M	W	E	G	T	T	E	N
O	E	I	S	N	G	Z	A	M	D	S	S	E	R	G
M	A	N	A	G	E	M	E	N	T	B	T	D	I	K
S	O	G	J	Y	D	L	X	I	N	P	U	T	H	A
C	E	T	A	L	U	T	A	R	G	N	O	C	I	S



Read about what makes a successful manager.

A manager spends a lot of time communicating with other people. A manager's success depends on his or her ability to deal with people. Good communication skills and people skills are very important for this job. A good manager can mobilize other people to work toward the corporation's goals. To do this, the manager teaches employees how to work on teams.

Team building makes associates feel that they are a part of a group that is working toward a common goal. To help with team building, a manager must

- make people feel that their jobs are important
- be genuinely interested in workers
- show honest and sincere appreciation for the work staff members do
- be an active listener and pay attention to what others say
- understand people's feelings and points of view
- encourage a positive attitude among staff
- use praise and compliments
- emphasize what is right and not what is wrong

Build Your Team

Are the managers below building their teams? Write *Yes* after each item if the manager is helping to build a good working team and *No* if the manager is not.

1. Manager A says, "Look at all of the work you didn't finish! You've got lots more to do!" ________
2. Manager B says, "I really appreciate all of your hard work on this assignment so far. It's looking good!" ________
3. Manager C says, "Thank you for pulling a double shift. I appreciate your being available." ________
4. Manager D says, "I don't care if your feet are hurting and you want a break. Your break time is one hour from now." ________
5. Manager E says, "I can understand how you feel about not being ready to apply for a promotion. I'd like to encourage you to apply, though. You do an excellent job, and you'd be a great assistant manager." ________

Check Your Understanding

Circle the best answer.

1. An outstanding worker
   a. spends work time on nonbusiness matters
   b. cannot work scheduled hours
   c. has a "can-do" attitude

2. A manager spends most of the time
   a. communicating with others
   b. hiring and firing staff
   c. delegating authority

3. An on-call worker is mainly rated on
   a. availability, dependability, and performance
   b. honesty, intelligence, and poise
   c. flexibility, verbal ability, and experience

4. John had a "B" rating last month. He was not available to work the big banquet this month. Next month he will probably be rated
   a. A
   b. B
   c. C

5. When a manager delegates authority to another person, he or she
   a. calls another person on the phone
   b. assigns the person a project and checks on his or her progress
   c. does the work without help from anyone

6. At the end of an interview, an applicant should
   a. follow hotel policy
   b. make eye contact and shake hands with interviewers
   c. say, "When do I start?"

You're the Manager!

Work with a partner. Read the sentences below. Use your team-building skills to answer the questions together.

1. You want to show appreciation for the work an employee has done. What do you say or do? ______________________

2. You want to show an employee that you are listening carefully. What do you say or do?

   ____

3. You want to encourage an employee who lacks confidence. What do you say or do?

   ____

4. You want to emphasize a positive attitude instead of noticing what is wrong. What do you say or do? ______________________



With a partner, work on the first two activities. Then complete three of the other four activities.

1. Talk to a partner about what makes a good manager. Then make a report to your group. Answer these questions:
   - What strengths should a good manager have?
   - How does a good manager encourage team building among associates?

2. Work with a partner. Role-play interviewing an applicant for a job. Take turns being the interviewer and the person being interviewed. Record your interviews with a tape recorder, so you can listen to your voices. Use the Personal Evaluation form on page 113 and your tape recording to rate your partner as an applicant.

3. Talk to a partner about careers in the hotel industry. Which careers interest you? On a separate sheet of paper, write a few sentences about each job to explain why you are interested in the job.

4. What are the qualities of a good guest services worker? Write them in a list.

5. What does "working your way up" mean? Write a paragraph to explain your answer. Include examples from hotel industry jobs.

6. Research hotel management programs in your area. Answer these questions:
   - What courses of study does each program offer?
   - Does the program help graduates get jobs? What kinds of jobs can graduates get?
   - How much does it cost to attend these programs?

Notes

Words to Know